



Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

NEW QUESTION 1

- (Topic 1)

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

- A. Auto Response Rules
- B. Assignment Rules
- C. Web-to-Lead
- D. Escalation Rules

Answer: C

NEW QUESTION 2

- (Topic 1)

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

- A. The Chatter app is added to the Force.com app menu
- B. The Chatter tab is added to all standard apps
- C. Accounts, Contacts, Cases, Leads and Opportunities are enabled for Chatter
- D. All users are added to the All Chatter group
- E. All of the above

Answer: :ABC

NEW QUESTION 3

- (Topic 1)

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

- A. Amount
- B. Stage
- C. Next Steps
- D. Status
- E. Close Date

Answer: B

NEW QUESTION 4

- (Topic 1)

The following are true about scheduling and emailing reports.

- A. The running user determines whose data is visible on the report.
- B. The running user must have access to the folder in which the report is saved.
- C. All email recipients must have access to the same folder.
- D. The report is emailed within 30 minutes of the Preferred Start Time
- E. All of the above

Answer: E

NEW QUESTION 5

- (Topic 1)

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

- A. The user record
- B. The user's profile record
- C. Network settings
- D. The role hierarchy
- E. None of the above

Answer: B

NEW QUESTION 6

- (Topic 1)

Record types specify the following elements.

- A. Picklist values
- B. Page layouts
- C. Business processes
- D. All of the above
- E. None of the above

Answer: D

NEW QUESTION 7

- (Topic 1)

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

- A. Controlling
- B. Multi-select
- C. Dependent
- D. Independent

Answer: A

NEW QUESTION 8

- (Topic 1)

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

- A. A cookie is placed in the their browser
- B. Pop ups are automatically disabled
- C. Their IP address is added to a trusted list
- D. They are prompted to answer a security question

Answer: AC

NEW QUESTION 9

- (Topic 1)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 10

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 10

- (Topic 1)

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

- A. Create a multi-select picklist field that includes both manufacturers and models.
- B. Create a lookup field from the manufacturer object to the model object
- C. Create a manufacturer field as a controlling picklist and the model as a dependent picklist
- D. Create a manufacturer field as the dependent picklist and the model as the controlling picklist.

Answer: C

NEW QUESTION 14

- (Topic 1)

An Approval Process begins when a record is:

- A. Created
- B. Saved
- C. Edited
- D. Submitted for Approval

Answer: D

NEW QUESTION 16

- (Topic 1)

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

- A. Create 3 assignment rules
- B. Create 1 assignment rule with multiple criteria entries
- C. Create an assignment rule and 2 workflow rules
- D. Use workflow rules to accomplish this

Answer: B

NEW QUESTION 21

- (Topic 1)

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

- A. The user can view the record but not edit it
- B. The user can view and delete the record, but not edit it
- C. The user can change the owner of the record
- D. The user can search for the record
- E. The user can report on the record

Answer: ADE

NEW QUESTION 25

- (Topic 1)

You can use standard reports when creating Dashboards

- A. True
- B. False

Answer: B

NEW QUESTION 28

- (Topic 1)

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

- A. They will be logged in as normal
- B. They will have to reset their password
- C. They will be prompted to activate their computer
- D. They will be denied access
- E. None of the above

Answer: D

NEW QUESTION 33

- (Topic 1)

Which of the following objects support business processes?

- A. Cases
- B. Opportunities
- C. Campaigns
- D. Knowledge

Answer: AB

NEW QUESTION 34

- (Topic 1)

Custom Links can be used for the following:

- A. Launching an External URL
- B. Running an S Control
- C. Running a report
- D. All of the Above

Answer: D

NEW QUESTION 39

- (Topic 1)

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

- A. In a related list
- B. In search results
- C. In reports
- D. In list views
- E. All of the above
- F. None of the above

Answer: E

NEW QUESTION 43

- (Topic 1)

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

- A. Tabular and Summary
- B. Custom and Standard
- C. Summary and Matrix
- D. Matrix and Tabular

Answer: C

NEW QUESTION 47

- (Topic 1)

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

Answer: B

NEW QUESTION 49

- (Topic 1)

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

- A. Lead
- B. Case
- C. Campaign
- D. Opportunity

Answer: D

NEW QUESTION 51

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 56

- (Topic 1)

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

- A. Recent Items
- B. Sidebar Search
- C. Added to New Link/Create New Object Drop Down
- D. Custom Object Reports

Answer: D

NEW QUESTION 59

- (Topic 1)

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

- A. Is comprised of up to 20 components
- B. Displays data from standard reports
- C. Has a running user to determine what data is visible
- D. Displays data as of the last time the dashboard was refreshed
- E. Always shows up to date data
- F. Can be scheduled to be refreshed and emailed automatically

Answer: ACDF

NEW QUESTION 62

- (Topic 1)

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

- A. Record Types
- B. User Profiles
- C. Role Hierarchy
- D. Business Processes
- E. Field Level Security

Answer: A

NEW QUESTION 63

- (Topic 1)

Who can manually share records?

- A. The record owner
- B. The record owner's manager
- C. The record owner's manager's manager
- D. The system administrator
- E. All of the above

F. None of the above

Answer: E

NEW QUESTION 65

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 69

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 72

- (Topic 1)

Page layouts are assigned to .

- A. Users
- B. Profiles
- C. Roles
- D. Roles & subordinates

Answer: B

NEW QUESTION 74

- (Topic 1)

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

- A. Forecasting
- B. Sharing rules
- C. Manual Sharing
- D. Teams (Account, Sales and Case)
- E. Apex Triggers

Answer: BCD

NEW QUESTION 78

- (Topic 1)

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

- A. They will not be able to complete the installation process as they have reached the maximum number of custom tabs
- B. They will not be able to complete the installation process as they have reached the maximum number of custom objects
- C. The installation will succeed
- D. The installation will succeed, but only the reports,

Answer: A

NEW QUESTION 81

- (Topic 1)

Your organization is a US-based company with a default currency of US Dollars. As a sales rep, your personal currency set to British Pounds. You create an opportunity with a currency in British Pounds. The administrator updates the currency conversion rates. Which of the following best describes what happens to the amount of your British-Pound- based opportunity?

- A. The overall opportunity amount does not change but the converted amount in a report does.
- B. The overall opportunity amount and converted amount in a report changes
- C. Only newly created opportunities reflect the change
- D. Only historically created opportunities reflect the change

Answer: A

NEW QUESTION 82

- (Topic 1)

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

- A. Dashboard Component Snapshot
- B. The Running User
- C. Chatter Groups
- D. Dashboard Component
- E. Dynamic Dashboards

Answer: A

NEW QUESTION 83

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 84

- (Topic 1)

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

- A. Delete their user record
- B. De-activate their user record
- C. Delete any accounts or contacts owned by that user
- D. None of the above

Answer: B

NEW QUESTION 86

- (Topic 1)

A cross object formula references fields from parent objects.

- A. True
- B. False

Answer: A

NEW QUESTION 89

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 93

- (Topic 1)

Which of the following are actions triggered by workflow rules?

- A. Email
- B. Task
- C. Field update
- D. Record update
- E. Record creation
- F. Outbound message
- G. Time trigger

Answer: :ABCF

NEW QUESTION 95

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 100

- (Topic 1)

An active user record consumes a license.

- A. True
- B. False

Answer: A

NEW QUESTION 103

- (Topic 1)

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

- A. SF ideas
- B. SF content
- C. SF Automation
- D. SF Customer service and support

Answer: C

NEW QUESTION 106

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 107

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 108

- (Topic 1)

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

- A. Owner
- B. Salesforce ID
- C. Record Owner
- D. Object Name

Answer: B

NEW QUESTION 111

- (Topic 1)

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

- A. Notify the product manager using opportunity update reminders
- B. Use similar opportunities to show opportunities related to the product manager
- C. Enable account teams and allow users to add the product manager
- D. Enable sales teams and allow users to add the product manager

Answer: D

NEW QUESTION 112

- (Topic 1)

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

- A. Locale
- B. Company Profile
- C. Multi-currency
- D. Advanced Currency Management
- E. None of the above

Answer: D

NEW QUESTION 115

- (Topic 1)

Which of the following is not a standard Profile?

- A. System Administrator
- B. Read only
- C. Marketing Director
- D. Partner Portal User
- E. Standard Administrator

Answer: CDE

NEW QUESTION 120

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 121

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 125

- (Topic 2)

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

- A. Opportunities, Followers, User Feed
- B. Accounts, User Feed, Comments
- C. Users, User Feed, Comments
- D. Chatter Groups, Members

Answer: CD

NEW QUESTION 130

- (Topic 2)

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

- A. Total Amount of Opportunities / Expected Revenue
- B. Amount of Won Opportunities / Budgeted Cost
- C. Expected Revenue / Budgeted Cost
- D. (Amount of Won Opportunities minus Actual Cost) / Actual Cost

Answer: D

NEW QUESTION 134

- (Topic 2)

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

- A. List Views
- B. Related Lists
- C. Edit Page
- D. All of the above

Answer: BC

NEW QUESTION 137

- (Topic 2)

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

- A. HTML
- B. XML
- C. URL
- D. Snippet

Answer: B

NEW QUESTION 142

- (Topic 2)

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

- A. Custom Tabs
- B. Custom Fields on Custom Objects
- C. Custom Fields on Standard Objects
- D. Custom Assignment Rules

Answer: C

NEW QUESTION 146

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 150

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 154

- (Topic 2)

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

- A. Users and Custom Objects
- B. Leads, Accounts, Contacts and Custom Objects
- C. Users, Custom Objects and Campaigns
- D. Custom Objects, Contract and Campaigns

Answer: A

NEW QUESTION 158

- (Topic 2)

Recent Item and Look up Hover Views use the:

- A. Sidebar
- B. Edit Page
- C. List Views
- D. Related Lists

Answer: A

NEW QUESTION 161

- (Topic 2)

Which objects can be customized for history tracking?

- A. Solutions, Cases, Leads and Opportunities
- B. Cases, Leads, Solutions, Contracts, and Custom Objects
- C. Campaigns, Contracts, Custom Objects, and Solutions
- D. Opportunities, Leads, and Contracts

Answer: B

NEW QUESTION 166

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 169

- (Topic 2)

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

- A. Personal Setup
- B. App Setup
- C. Data Setup
- D. Administration Setup

Answer: C

NEW QUESTION 174

- (Topic 2)

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

- A. Profile-based IP restrictions
- B. Organization-wide IP restrictions
- C. Profile-based login hour restrictions
- D. Organization-wide login hour restrictions

Answer: ABC

NEW QUESTION 179

- (Topic 2)

You can use standard reports when creating

- A. True
- B. False

Answer: B

NEW QUESTION 184

- (Topic 2)

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

- A. Adding multiple records together
- B. If/then/else conditional statements
- C. Clickable image buttons
- D. Combine text strings together

Answer: C

NEW QUESTION 186

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 190

- (Topic 2)

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

- A. Dashboard Component
- B. Custom Button
- C. Custom Link
- D. Import Wizard

Answer: :D

NEW QUESTION 195

- (Topic 2)

Which of the following does a Profile control?

- A. Username and Password
- B. Role level access
- C. Read, Create, Edit, and Delete permissions
- D. Sharing rules

Answer: C

NEW QUESTION 197

- (Topic 2)

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

- A. True
- B. False

Answer: B

NEW QUESTION 202

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 207

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 211

- (Topic 2)

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

- A. Views
- B. Tags
- C. Dashboards
- D. Home Pagelayout
- E. Apps

Answer: B

NEW QUESTION 214

- (Topic 2)

What information does the Company Profile Hold?

- A. Language, Locale, and Time Zone
- B. Licenses, Storage and Used Space
- C. Fiscal Year
- D. Forecasting
- E. None of the above

Answer: ABC

NEW QUESTION 215

- (Topic 2)

It is possible to share a custom object record manually

- A. True
- B. False

Answer: A

NEW QUESTION 216

- (Topic 2)

What determines a unique User Record?

- A. User Name
- B. Standard Profile
- C. Custom Profile
- D. User Role

Answer: A

NEW QUESTION 217

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 222

- (Topic 2)

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

- A. The related lists of the case page layout must be modified
- B. The custom links of the case page layout must be modified
- C. The related object of the case page layout must be modified
- D. The mini page layout of the case page layout must be modified

Answer: D

NEW QUESTION 225

- (Topic 2)

In order to Enable Territory Management you should have:

- A. Standard Profile
- B. Customizable Forecasting
- C. Enable Forecasting
- D. All of the above

Answer: :B

NEW QUESTION 227

- (Topic 2)

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

- A. One custom field
- B. Two custom fields
- C. Three custom fields
- D. Custom lead fields cannot be mapped

Answer: C

NEW QUESTION 230

- (Topic 2)

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

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

Answer: A

NEW QUESTION 231

- (Topic 2)

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

- A. Territory
- B. Product Family
- C. Date Range
- D. Sales Team

Answer: D

NEW QUESTION 232

- (Topic 2)

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

- A. Pipeline reports may include omitted opportunities from the forecast
- B. Forecasts may be overridden
- C. Pipeline reports may be overridden
- D. Opportunity stages may be used to determine the forecast category of an opportunity

Answer: A

NEW QUESTION 236

- (Topic 2)

Which of the following object relationships is NOT allowed?

- A. Standard object as the "master" and a custom object as the detail
- B. Custom object as the master" and a standard object as the detail
- C. Custom object as a lookup to a standard object
- D. Custom object as a lookup to a custom object

Answer: B

NEW QUESTION 240

- (Topic 2)

Default values are available for standard text fields

- A. True
- B. False

Answer: B

NEW QUESTION 241

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 244

- (Topic 2)

Users can be deleted from salesforce.com

- A. True
- B. False

Answer: B

NEW QUESTION 249

- (Topic 2)

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

- A. True
- B. False

Answer: B

NEW QUESTION 252

- (Topic 2)

Custom Web Tab may consist of all the following EXCEPT:

- A. A URL
- B. A URL that passes salesforce.com data like an organization's name
- C. An S-Control
- D. An S-Control snippet

Answer: B

NEW QUESTION 256

- (Topic 2)

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

- A. Create a list view on the Console
- B. Create a list view on Accounts
- C. Create a list view on Contacts
- D. Create a field on the Console

Answer: :B

NEW QUESTION 261

- (Topic 2)

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

- A. True
- B. False

Answer: B

NEW QUESTION 264

- (Topic 2)

How is the expected revenue calculated in the opportunity?

- A. Amount multiplied by the total price of all opportunity line items
- B. The sales price on any line item times the probability of the opportunity
- C. Opportunity Amount multiplied by the probability
- D. Amount multiplied by the discount percent

Answer: C

NEW QUESTION 266

- (Topic 2)

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

- A. No
- B. Yes but only in Tables
- C. Yes in every type of Chart

Answer: B

NEW QUESTION 268

- (Topic 3)

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

- A. Page Layout
- B. Field Level Security
- C. Profile
- D. Both Page Layout and Field Level Security

Answer: A

NEW QUESTION 269

- (Topic 3)

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

- A. True
- B. False

Answer: B

NEW QUESTION 271

- (Topic 3)

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

- A. True
- B. False

Answer: B

NEW QUESTION 275

- (Topic 3)

What is parallel approval Routing?

- A. When you can mass assign your locked records to users in your same Role
- B. The ability to send approval requests to yourself multiple times, so you can approve a record
- C. The ability to take back approval requests once you have sent them
- D. The ability to send approval requests to multiple approvers in a single step

Answer: D

NEW QUESTION 278

- (Topic 3)

What can an administrator customize for the Service Cloud console?

- A. Whether the record opens as a primary tab or subtab
- B. The fields displayed in the highlights panel
- C. The interaction log fields displayed for objects without an Activity History related list
- D. Whether the SoftPhone displays in the footer or sidebar
- E. The objects displayed in the navigation tab

Answer: ABE

NEW QUESTION 280

- (Topic 3)

Who may be assigned a workflow task? There are 4 correct answers?

- A. A single user
- B. Multiple users
- C. The Record owner
- D. The Record creator
- E. An Account team role
- F. A Sales Team Role

Answer: ACDEF

NEW QUESTION 282

- (Topic 3)

Following are the Custom Business Objects EXCEPT:

- A. Use Force.com builder to build your own objects
- B. Standard Salesforce.com Objects
- C. Capture key, related information that applies to your business
- D. Correlate to tables in the database

E. All of the above

Answer: B

NEW QUESTION 285

- (Topic 3)

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

- A. Opportunity
- B. Users
- C. Assets
- D. Contracts

Answer: B

NEW QUESTION 290

- (Topic 3)

How many workflow rules can you create per entity?

- A. 10
- B. 15
- C. 20
- D. 25

Answer: D

NEW QUESTION 291

- (Topic 3)

Standard reports are visible through the Reports search.

- A. True
- B. False

Answer: B

NEW QUESTION 293

- (Topic 3)

Which is a capability of the new Service Cloud console?

- A. It provides data visibility by combining a list view and related records on one screen.
- B. It allows agents to view key record information in the highlights panel.
- C. It preserves the context of calls using primary tabs and subtabs.
- D. It allows access to data by opening each record in a new window.
- E. It allows agents to take notes in an interaction log while in a call.

Answer: ABE

NEW QUESTION 295

- (Topic 3)

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

- A. Yes
- B. No
- C. Only if the Object is not related to any other object

Answer: B

NEW QUESTION 300

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 304

- (Topic 3)

Which statements are true about Cloud Scheduler?

- A. It is available in Group, Professional, Enterprise, Unlimited, and Developer Editions only.
- B. Cloud Scheduler is now enabled by default for all organizations.
- C. You can automatically see the New Meeting Request button on all eligible contact, lead, and person account detail pages.
- D. Meeting organizers can not use Cloud Scheduler to request meetings with customers, and have customers select preferred times before confirming the meeting.

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

Answer: BCE

NEW QUESTION 308

- (Topic 3)

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

- A. Closed Events 180 days old
- B. Events with a due date greater than 365 days old
- C. Open tasks with a due date greater than 365 days old
- D. Closed tasks with a due date greater than 365 days old
- E. Closed tasks without a due date that were created more than 365 days ago

Answer: BDE

NEW QUESTION 312

- (Topic 3)

Identify the true statements about the workflow approval process?

- A. When a record is submitted for approval the Admin can edit the record
- B. You can forward an email approval request to another email address
- C. The approvers delegate can also approve a request
- D. Approvers can view an approval request from their home page
- E. Approvers can only access an approval page from the application

Answer: AD

NEW QUESTION 317

- (Topic 3)

Printable View does not Save all the report formatting.

- A. True
- B. False

Answer: B

NEW QUESTION 319

- (Topic 3)

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

- A. A new account and contact will be created with different Salesforce ID.
- B. You can choose to update the existing account and contact.
- C. The records will automatically update.
- D. The conversion will fail.
- E. The account and contact will automatically be overwritten

Answer: B

NEW QUESTION 322

- (Topic 3)

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

- A. True
- B. False

Answer: B

NEW QUESTION 324

- (Topic 3)

What is the click path to enable Enhance Profile Management?

- A. Setup | Customize | User Interface
- B. Setup | Manage Users | Profiles
- C. Setup | Profiles | Customize

Answer: A

NEW QUESTION 325

- (Topic 3)

Which of the following statements are true about Data Validation?

- A. Validation rules apply to all new and updated records for an object.
- B. Validation rules can update fields which are not included in a page layout.
- C. Validation rules can reference fields which are not included in a page layout.

- D. If an error message is not set, a default message will be prompted instead.
- E. All of the above.
- F. None of the Above.

Answer: AC

NEW QUESTION 329

- (Topic 3)

What are two sources from which cases can be created?

- A. Web-to-Lead
- B. Web-to-Web
- C. Email-to-Case
- D. Connect for Outlook

Answer: CD

NEW QUESTION 331

- (Topic 3)

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

- A. Use your company logo on a Partner Site
- B. Develop Partner Application on Force.com Platform
- C. Data goes into your Salesforce objects through a third party site
- D. Create Interactive Communities
- E. All of the above

Answer: AC

NEW QUESTION 332

- (Topic 3)

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 didnt previously meet the rule criteria

Answer: B

NEW QUESTION 336

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 341

- (Topic 3)

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

- A. Combination of two other Dashboard components
- B. External feed of data
- C. Data Warehouse information
- D. Flash representations of data

Answer: B

NEW QUESTION 345

- (Topic 3)

A Record Owner has the following privileges:

- A. View and Edit Capabilities
- B. Transfer Capabilities
- C. Deletion Capabilities
- D. Import Leads Capabilities
- E. Import Opportunity Capabilities

Answer: ABC

NEW QUESTION 346

- (Topic 3)

What is one advantage of Salesforce CRM?

- A. Companies can seamlessly integrate their servers to Salesforce database for faster performance.
- B. Companies only need to maintain a compatible browser and a reliable internet connection.
- C. In house Servers can be acquired cheaper than normal
- D. None of the above
- E. All of the above

Answer: B

NEW QUESTION 349

- (Topic 3)

What is Force.com Builder? Choose 3 answers:

- A. Point-and-click customization tool
- B. Group standard and custom tabs into new custom applications
- C. Modify the applications to meet your needs – (No- Coding)
- D. Customize standard applications provided by Salesforce.com or build their own on- demand applications
- E. Build custom Applications

Answer: ACE

NEW QUESTION 352

- (Topic 3)

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

- A. S-Control
- B. Formula Field
- C. Default values on Standard Fields

Answer: C

NEW QUESTION 355

- (Topic 3)

The Report Builder is different from the Report Wizard.

- A. True
- B. False

Answer: A

NEW QUESTION 359

- (Topic 3)

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

- A. Standard Picklist
- B. Custom Picklist
- C. Custom Multi-Select Picklist
- D. Standard Checkbox
- E. Custom Checkbox

Answer: C

NEW QUESTION 363

- (Topic 3)

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

- A. Accounts and Contacts
- B. Cases
- C. Marketing and Leads
- D. Solutions
- E. Content Library
- F. Opportunities and Quotes

Answer: ACEF

NEW QUESTION 365

- (Topic 3)

Which file types can you use when exporting reports?

- A. You can not export a repor
- B. You can only email it.
- C. Comma Delimited (.csv)
- D. Excel (.xls)
- E. PDF

Answer: BC

NEW QUESTION 370

- (Topic 3)

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

- A. 300
- B. 500
- C. 200
- D. 1.000

Answer: C

NEW QUESTION 372

- (Topic 3)

Salesforce is which of the following:

- A. Salesforce Automation
- B. Marketing Management
- C. Customer Support Management
- D. Campaign Management

Answer: ABC

NEW QUESTION 377

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 379

- (Topic 4)

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

- A. Checkbox
- B. Custom Picklist
- C. Standard Picklist
- D. Multi Select Picklist

Answer: D

NEW QUESTION 382

- (Topic 4)

Identify the statement that correctly defines data validation

- A. Data validation ensures the integrity of data before its saved in SF
- B. Data validation ensures the integrity of data after its saved in SF
- C. Data validation ensures the integrity of data when data is imported in SF
- D. Data validation ensures the integrity of data when data is exported in SF

Answer: A

NEW QUESTION 383

- (Topic 4)

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

- A. Case hierarchy is reset
- B. Case escalation is reset
- C. Case escalation rules are deleted
- D. Case assignment rules are deleted

Answer: B

NEW QUESTION 386

- (Topic 4)

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

- A. They can be configured to make fields on related records, depending on data in the source record
- B. They can be configured to limit the records returned by a lookup based on the value of a field on a related record
- C. They can be configured to compare data to external sources to verify that contact and prospect information is up to date.
- D. They can be configured when creating the master-detail or lookup relationships

Answer: AB

NEW QUESTION 391

- (Topic 4)

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

- A. Display Lead or Contact data directly on a campaign member record
- B. Create an approval process for new campaign members
- C. Customize the campaign history related list to include campaign member custom fields
- D. Display key campaign member data on an opportunity record

Answer: AC

NEW QUESTION 393

- (Topic 4)

How many roles can you create for your org?

- A. 200
- B. 300
- C. 500
- D. No Limit

Answer: C

NEW QUESTION 396

- (Topic 4)

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

- A. SFDC Import Wizard
- B. Data Loader

Answer: B

NEW QUESTION 401

- (Topic 4)

Can an administrator change the profile settings of the Standard Solution Manager profile?

- A. Yes
- B. No
- C. Depends on the Setting of the Administrator profile

Answer: B

NEW QUESTION 402

- (Topic 4)

Which is a feature of combination charts? Choose 2 answers

- A. Display more than one summary value in chart
- B. Add a third axis range to the chart
- C. Display data from multiple reports in a chart
- D. Add a second axis range to a chart

Answer: AD

NEW QUESTION 405

- (Topic 4)

The size limit for documents uploaded is:

- A. 1 Megabyte
- B. 3 Megabyte
- C. 5 Megabyte
- D. 25 Megabyte

Answer: C

NEW QUESTION 409

- (Topic 4)

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

- A. Promote an Answer for consideration
- B. Re-assign an article to the publishing queue
- C. Publish an article to the solution category
- D. Submit an article upon closing a case
- E. Publish at-will, with "Manage Articles" profile permission

Answer: ADE

NEW QUESTION 412

- (Topic 4)

You can update licenses on the Company Profile.

- A. True
- B. False

Answer: B

NEW QUESTION 415

- (Topic 4)

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

- A. Field-level security & page layouts
- B. Page layouts only
- C. Field-level security only
- D. None of the above

Answer: C

NEW QUESTION 417

- (Topic 4)

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

- A. Transfer closed cases
- B. Transfer closed opportunities
- C. Transfer open activities
- D. Transfer closed activities

Answer: :AB

NEW QUESTION 419

- (Topic 4)

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

- A. Identify the Salesforce systems administrator at another company
- B. Custom brand an email sent to identify connections
- C. Survey partners for their use of Salesforce
- D. Survey customers for their use of Salesforce

Answer: D

NEW QUESTION 420

CORRECT TEXT - (Topic 4)

Where would you make a field required?

- A.

Answer: PageLayout

NEW QUESTION 422

- (Topic 4)

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

- A. Role
- B. Profile
- C. OWD
- D. Licence Type
- E. Salesforce Edition

Answer: B

NEW QUESTION 424

- (Topic 4)

Marketing and Sales users at Universal Containers would like more visibility into Lead and Contact participation in this years Trade Show. How would an Administrator build this into the application? Choose 2 answers

- A. Create Cross-object formula fields to display campaign member record details on a lead or a contact record
- B. Alert lead and contact owners with workflow when a prospective customer registers for the event
- C. Customize the campaign member related list on the lead or contact object
- D. Create Cross-object formula fields to display lead or contact record details on a campaign member record

Answer: BC

NEW QUESTION 425

- (Topic 4)

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

- A. Ideas
- B. Campaigns
- C. Administration
- D. Call Center
- E. Sales Center

Answer: AD

NEW QUESTION 430

- (Topic 4)

UI component for tag Access (Choose 2)

- A. Edit tag links
- B. View tags on header
- C. Sidebar widget

Answer: B

NEW QUESTION 432

- (Topic 4)

What determines the suggested criteria for lookup filter?

- A. Previously used filter criteria
- B. Organization Wide Default settings
- C. The current application schema
- D. A survey taken when enabling this feature

Answer: A

NEW QUESTION 434

- (Topic 4)

Which of the following is the best way to make the Field Mandatory for everyone?

- A. Page Layout
- B. Validation Rule
- C. Roles & Profiles
- D. Field Level Security

Answer: D

NEW QUESTION 439

- (Topic 4)

Time-Dependent Workflow – Maximum Triggers Allowed Per Rule:

- A. Maximum of 10 time triggers per rule
- B. Maximum of 20 time triggers per rule
- C. Maximum of 50 time triggers per rule

Answer: A

NEW QUESTION 442

- (Topic 4)

Author and the owner have same access to the document

- A. True
- B. False
- C. Neither True nor False

Answer: B

NEW QUESTION 444

- (Topic 4)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 445

- (Topic 4)

Why would you use early triggers?

- A. To escalate a case according to a time zone
- B. To allow notification before a case actually escalates
- C. To escalate any case within a period
- D. To send an auto response email to customers

Answer: B

NEW QUESTION 450

- (Topic 4)

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

- A. Hierarchical relationship fields
- B. Master-Detail relationship fields
- C. Relationship fields for records owned by queues
- D. Lookup fields to the Account, Contact, User, and Custom Objects
- E. Lookup fields to the Activity object

Answer: ABD

NEW QUESTION 454

- (Topic 4)

You can customize to restrict users ability to log in to salesforce.

- A. Profile
- B. Role
- C. Page Layout
- D. Record Type
- E. Security Settings

Answer: A

NEW QUESTION 456

- (Topic 4)

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

- A. Email articles to a customer
- B. Create an article upon closing a case
- C. Assign data categories to a case
- D. Attach only one article to a case

Answer: AB

NEW QUESTION 460

- (Topic 4)

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

- A. Customize dashboard components
- B. Customize dashboard settings
- C. Customize source reports
- D. Customize field settings

Answer: D

NEW QUESTION 462

- (Topic 4)

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

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

- A. 1 on 1/8/2008
- B. 2 on 1/8/2008 and 1/12/2008
- C. 1 on 1/12/2008

Answer: C

Explanation:

Explanation/Reference:

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

NEW QUESTION 463

- (Topic 4)

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

- A. True
- B. False

Answer: A

NEW QUESTION 465

- (Topic 4)

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

- A. Account
- B. Contacts
- C. Case
- D. Opportunity

Answer: C

NEW QUESTION 466

- (Topic 4)

If Phil is promoted from a Sales Associate to Senior Sales Exec, and the new sales associate is appointed to take Phil's responsibilities. What are the appropriate steps to transfer Phil's account to the new associate?

- A. Overwrite Phil's User Profile with the new associates information and create a new profile for Phil.
- B. Create a new profile for Phil as well as new associat
- C. Deactivate Phil's profile with Sales Associate role and transfer all the accounts, opportunities and leads to the new associate.
- D. Associate the new role to Phil's existing profile and Transfer all the accounts, opportunities and leads to the new associate.
- E. None of the above

Answer: B

NEW QUESTION 471

- (Topic 4)

What is True about the Role Hierarchy

- A. Controls data visibility
- B. Controls record roll-up forecasting and reporting
- C. Not necessarily the company or
- D. chart
- E. Controls Read / Write and Transfer Rules for each user

Answer: ABC

NEW QUESTION 473

- (Topic 4)

Do Validation rules get enforced on the Lead Conversion?

- A. Yes
- B. No

Answer: B

NEW QUESTION 474

- (Topic 4)

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

- A. True
- B. False

Answer: A

NEW QUESTION 476

- (Topic 4)

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

- A. True
- B. False

Answer: B

NEW QUESTION 478

- (Topic 4)

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

- A. True
- B. False

Answer: B

NEW QUESTION 482

- (Topic 4)

Which is a capability of Chatter? Choose 3 answers:

- A. Receive updates related to records followed by a user
- B. Share updates, files, and links with Leads and Contacts
- C. Receive recommendations for users and records to follow
- D. Follow people within Salesforce organization
- E. Post updates, files, links to Chatter pages

Answer: ADE

NEW QUESTION 483

- (Topic 4)

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

- A. True
- B. False

Answer: B

NEW QUESTION 486

- (Topic 4)

If using Customizable forecasting there is a separate forecast role hierarchy

- A. True
- B. False

Answer: A

NEW QUESTION 488

- (Topic 4)

Which of the following profile permissions will enable the User to edit any record, regardless of the Sharing Model?

- A. Customize Application
- B. View Setup and Configuration
- C. View All Data
- D. Modify All Data
- E. None of the Above

Answer: D

NEW QUESTION 493

- (Topic 4)

Which is a capability of a campaign? Choose 2 answers MMM

- A. Add campaign members to other related campaigns using an Apex trigger
- B. Convert leads to contacts from the campaign record
- C. Update the campaign member status of a lead using the manage campaign members feature
- D. Track the number of business accounts related to a campaign

Answer: AC

NEW QUESTION 498

- (Topic 4)

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

- A. Data Validation can enforce data integrity as well as make a field required in the page layout
- B. Data Validation can prevent duplication of records
- C. Data Validation runs on the client machine after the user clicks the Save button
- D. Data Validation rules are not enforced when using API & import operations
- E. Validation rules can be activated / deactivated by the user

Answer: AB

NEW QUESTION 502

- (Topic 4)

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

- A. True
- B. False

Answer: B

NEW QUESTION 503

- (Topic 4)

What objects are cases related to?

- A. Accounts
- B. Forecast
- C. Contacts
- D. Campaign

Answer: AC

NEW QUESTION 505

- (Topic 5)

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

- A. Line
- B. Horizontal Bar
- C. Vertical Bar
- D. Funnel Chart
- E. Donut
- F. Line Cumulative

Answer: DE

NEW QUESTION 507

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 510

- (Topic 5)

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

- A. Accounts
- B. Leads
- C. Opportunities
- D. Contacts
- E. Cases

Answer: A

NEW QUESTION 511

- (Topic 5)

On which OWD sharing defaults the Sharing Rules can't be defined?

- A. OWD is Private
- B. OWD is Public Read Only
- C. OWD is Public Read Write
- D. Sharing rules can be created on any of the above

Answer: C

NEW QUESTION 516

- (Topic 5)

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

- A. Text
- B. HTML with Letterhead
- C. Custom HTML
- D. Visual force

Answer: D

NEW QUESTION 518

- (Topic 5)

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

- A. Lead
- B. Account
- C. Opportunity
- D. Case
- E. Solution

Answer: B

NEW QUESTION 519

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 521

- (Topic 5)

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

- A. Company logo (Image)
- B. Dashboard Snapshot
- C. Custom Links
- D. Custom Formula Field

Answer: D

NEW QUESTION 522

- (Topic 5)

Which Type of Reports can't be used to create groups of data or charts?

- A. Tabular
- B. Summary
- C. Matrix
- D. None of the Above

Answer: A

NEW QUESTION 526

- (Topic 5)

Which of the following make a User record Unique?

- A. Profile
- B. Email Id
- C. Username
- D. Role

Answer: C

NEW QUESTION 527

- (Topic 5)

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

- A. Lead Convert
- B. Record Merger
- C. Web-TO-Case
- D. Salesforce Mobile
- E. Self Service Portal

Answer: C

NEW QUESTION 529

- (Topic 5)

Which of the following does not need business process?

- A. Leads
- B. Opportunities
- C. Contacts
- D. Cases

Answer: C

NEW QUESTION 533

- (Topic 5)

Record type picklist filtering applies to dependent picklists.

- A. True
- B. False

Answer: A

NEW QUESTION 534

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 539

- (Topic 5)

Which of the following is true about Page layouts?

- A. Control the layout and organization of detail and edit pages
- B. Control which fields, related lists, and custom links users see, on detail and edit pages only
- C. Control which standard and custom buttons display on detail pages and related lists
- D. Determine whether fields are visible, read only, or required, on detail and edit pages only
- E. All of the Above

Answer: E

NEW QUESTION 544

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 545

- (Topic 5)

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

- A. True
- B. False

Answer: B

NEW QUESTION 550

- (Topic 5)

Salesforce.com record Id's are identical in?

- A. Production and Config Only Sandbox
- B. Production and Developer Sandbox
- C. Production and Full Copy Sandbox
- D. Record Id's are always different in different environment

Answer: C

NEW QUESTION 555

- (Topic 5)

Which of the following types of packages can be upgraded?

- A. Managed Packages
- B. Unmanaged Packages
- C. Both A & B
- D. None of the Above

Answer: A

NEW QUESTION 558

- (Topic 5)

Which Import functionality of salesforce.com should be used if one needs to import the 30000 Cases in Salesforce.com?

- A. Import Wizard
- B. Data Loader
- C. Any one of A or B
- D. None of A or B

Answer: A

NEW QUESTION 559

- (Topic 5)

Which are Activity Attachment Enhancements in Spring 11?

- A. For new organizations, the Attachments related list is now automatically added to task and event records.
- B. For existing organizations, the Attachments related list is now automatically added to task and event records.
- C. Attachments are now searchable for tasks and events.
- D. Unlike before, HTML attachments is always available and can no longer be disallowed.
- E. Existing organizations need to manually add the related list to the activity page layout.

Answer: :ACE

NEW QUESTION 560

- (Topic 5)

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

- A. Free Chatter Users
- B. Chatter Search
- C. Chatter Invitations
- D. Files Tab
- E. Using Chatter Filters
- F. View Chatter Feeds

Answer: BDE

NEW QUESTION 563

- (Topic 5)

Which of the following is an automated process your organization can use to approve records in Salesforce.com?

- A. Validation Process
- B. Approval Process
- C. Workflow Rules
- D. Record Types

Answer: B

NEW QUESTION 568

- (Topic 5)

Conditional highlighting can not be used for?

- A. Tabular Reports
- B. Summary Reports
- C. Matrix Reports
- D. None of the Above

Answer: :A

NEW QUESTION 572

- (Topic 5)

Is it possible to report on the converted Leads?

- A. Yes
- B. No

Answer: A

NEW QUESTION 577

- (Topic 5)

Which objects can be stored in a folder?

- A. Emails
- B. Documents
- C. Dashboards
- D. Reports

Answer: BCD

NEW QUESTION 581

- (Topic 5)

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

- A. Last Modified By Field
- B. Audit trail
- C. History Record on Approval page layout
- D. All of the Above

Answer: D

NEW QUESTION 585

- (Topic 5)

Which is true about a Chatter Plus user?

- A. Contents, Ideas, Answers, Accounts, Contacts, Chatter, Groups, People, Profiles tab and up to ten Custom Objects only
- B. Contents, Ideas, Answers, Accounts, Contacts, Chatter, Groups, People, Profiles tab and up to 20 Custom Objects
- C. Accounts, Contacts and up to 10 Custom objects only.
- D. It can access all that a Chatter Free user can, accounts and contacts and it can also access up to 10 custom objects only.
- E. .It can access all that a Chatter Free user can and it can also access up to 10 custom objects but not standard object.

Answer: A

NEW QUESTION 589

- (Topic 5)

A custom field is made Read only from the Field level security and Required from Page layout. The Field will be:

- A. Read Only for the User
- B. Required for the User
- C. Throws an error and don't allow to make Read only field Mandatory from page layout
- D. User is given a choice in a pop up window

Answer: A

NEW QUESTION 594

- (Topic 5)

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

- A. 100
- B. 200
- C. 500
- D. Unlimited Fields

Answer: C

NEW QUESTION 598

- (Topic 5)

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

- A. Leads
- B. Accounts
- C. Opportunities
- D. Solutions

Answer: C

NEW QUESTION 600

- (Topic 5)

How many User records can be imported via Import Wizard?

- A. 500
- B. 5.000
- C. 50.000
- D. User Records cannot be imported via Import Wizard

Answer: D

NEW QUESTION 605

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 610

- (Topic 5)

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

- A. The junction object is deleted
- B. The related field in the junction object is deleted
- C. The master records are deleted
- D. The intersection object is deleted

Answer: B

NEW QUESTION 612

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 615

- (Topic 5)

Which of the following cannot be used as a source report for the Analytical Snap Shot?

- A. Tabular Reports
- B. Summary Reports
- C. Matrix Reports
- D. All can be used

Answer: C

NEW QUESTION 619

- (Topic 5)

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

Answer: AD

NEW QUESTION 623

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 625

- (Topic 5)

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

- A. Profile Restriction
- B. Organization-wide Defaults
- C. Profiles
- D. Role Hierarchy
- E. Sharing
- F. Chatter Groups

Answer: BDE

NEW QUESTION 630

- (Topic 5)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 633

- (Topic 5)

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

- A. True
- B. False

Answer: B

NEW QUESTION 637

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 638

- (Topic 5)

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

- A. True
- B. False

Answer: :B

NEW QUESTION 639

- (Topic 5)

Can the User Records be permanently deleted from the Salesforce.com?

- A. Yes
- B. No
- C. Depends on Profile Settings of the Administrator
- D. User Records can be archived so that they are available on request

Answer: B

NEW QUESTION 642

- (Topic 5)

In which of the following edition you can create a Managed Package?

- A. Professional Edition
- B. Full Test Sandbox
- C. Developer Edition
- D. Unlimited Edition
- E. Enterprise Edition

Answer: C

NEW QUESTION 646

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 648

- (Topic 6)

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

- A. 50
- B. 20
- C. 40
- D. 80
- E. 33
- F. 10

Answer: C

NEW QUESTION 651

- (Topic 6)

Where does Chatter Feed display?

- A. On Chatter profiles.
- B. On record detail pages.
- C. On the Home tab and Chatter tab.
- D. On List Views.
- E. On Chatter groups
- F. Under related lists.

Answer: ABCE

NEW QUESTION 653

CORRECT TEXT - (Topic 6)

Why are Sharing Rules used?

A.

Answer:

To open up access to records you wouldn't naturally get through Organization Wide Defaults and Role Hierarchy. They are the exceptions to the Organization Wide Defaults.

NEW QUESTION 658

- (Topic 6)

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

- A. By Field level security
- B. By Setting property in page layout
- C. By creating a lookup field
- D. By defining pickup list values

Answer: B

NEW QUESTION 663

CORRECT TEXT - (Topic 6)

Match the workflow steps with the setup requirement

A.

Answer: Task-Select the Subject status and priority Email Alert-Select a template

Explanation:

Field Update - Select a field

Rule - Select the subject status and priority

NEW QUESTION 668

- (Topic 6)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 670

- (Topic 6)

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

- A. 6500
- B. 5000
- C. 3000
- D. 2000
- E. 4000
- F. 3900

Answer: D

NEW QUESTION 671

- (Topic 6)

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

- A. All profiles get access to the report builder by default.
- B. The old report wizard is totally phased out.
- C. Group and Professional Edition organizations can use report builder.
- D. You get scatter charts, a new chart type for reports.
- E. Chatter feed posts now has a "like" option.

Answer: ACD

NEW QUESTION 674

- (Topic 6)

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

- A. Tru
- B. All the time.
- C. Fals
- D. All the time.
- E. Tru
- F. If Object permission is enabled.
- G. Fals
- H. If Object permission is disabled.
- I. Tru
- J. If Object permission is disabled.

- K. Fals
- L. If Object permission is enabled.

Answer: CD

NEW QUESTION 675

- (Topic 6)

Name the benefits of the cloud computing model?

- A. Multi-tenant
- B. Scales with your business
- C. Modest operating expense
- D. No capital expense
- E. Elastic
- F. Pay-as-you-go

Answer: ABCDEF

NEW QUESTION 676

- (Topic 6)

Can an end user import Members into a Campaign?

- A. True
- B. False

Answer: B

NEW QUESTION 679

- (Topic 6)

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

- A. By Creating three sharing rules between them
- B. By creating a public group with all three Sales Reps
- C. By changing the Org wide defaults

Answer: B

NEW QUESTION 681

CORRECT TEXT - (Topic 6)

What does the Role Hierarchy control?

- A.

Answer: Controlsdatavisibilityandrecordrollup

NEW QUESTION 686

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 687

- (Topic 6)

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

- A. Nothing they will see the application in Spanish immediately
- B. Refresh their browser
- C. Logout then login again
- D. Change their language personal preference to Spanish

Answer: D

NEW QUESTION 692

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 694

- (Topic 6)
Can WF update formula fields?

- A. Yes
- B. No

Answer: B

Explanation:

Explanation/Reference:
Readonly fields like formula or auto number fields are not available for field updates.

NEW QUESTION 698

- (Topic 6)
Standard Fiscal Years are for companies that break down their fiscal years, quarters and weeks in to fiscal periods.

- A. True
- B. False

Answer: A

NEW QUESTION 703

- (Topic 6)
What is conditional highlighting for reports?

- A. You can set conditions that when met will report the calculated fields
- B. Set thresholds for report analysis
- C. None of the above

Answer: B

NEW QUESTION 705

- (Topic 6)
If your company's fiscal year begins on February 1st and contains the 12 gregorian months, do you need to enable custom fiscal years?

- A. Yes
- B. No

Answer: B

Explanation:

Explanation/Reference:
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.

NEW QUESTION 710

- (Topic 6)
Final reject actions can include actions such as email alerts

- A. True
- B. False

Answer: A

NEW QUESTION 714

- (Topic 6)
It is advisable not to overwrite user records with new user data because it would prevent you from tracking a history of past users and the records associated to them?

- A. True
- B. False

Answer: A

NEW QUESTION 715

- (Topic 6)
Multiple Approvers have received your request for approving a discount that was invoked by the approval process? Approver A rejects your request. Approver B accepts your request after Approver A rejects it. Is your request approved or denied. (Assume you need only one person to approve out of all the approvers)

- A. Approved
- B. Denied
- C. Approval process is revoked
- D. Approval changes to pending stage due to conflict within approvers

Answer: B

NEW QUESTION 718

- (Topic 6)

Will WF evaluate rules retroactively?

- A. Yes
- B. No

Answer: B

Explanation:

Explanation/Reference:

When a WF is created, SF will only evaluate the rule for records created / edited from that moment forward, it will not evaluate workflow rules retroactively. That's tasks/emails will not be created for existing records in the DB that already meet the criteria necessary for the rule to trigger.

NEW QUESTION 723

- (Topic 6)

How many Custom Summary Formulas can you have per report?

- A. 1
- B. 2
- C. 3
- D. 4
- E. 5
- F. 6

Answer: E

NEW QUESTION 724

- (Topic 6)

Which of the following statements are true about trusted ranges?

- A. They enable end users to activate additional IP addresses for accessing salesforce.
- B. They are used to identify regular SF users.
- C. They include IP addresses that are used in conjunction with a browser cookie.
- D. They approve login requests from unknown browsers and IP addresses.

Answer: :BC

NEW QUESTION 725

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 730

- (Topic 6)

A sales manager would like to view a dashboard from the perspective of different users and switch between users without editing the dashboard. How would an administrator enable this?

- A. Grant the sales manager the "Drag-and-Drop Dashboard Builder" permission.
- B. Create the dashboard as dynamic dashboard.
- C. Grant the sale manager the "Manage Dynamic Dashboards" permission.
- D. Grant the sales manager the "View My Teams Dashboards" permission.

Answer: BD

NEW QUESTION 733

- (Topic 6)

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

- A. The user Role is insufficient to view this tool
- B. Email is unchecked for that profile in FLS
- C. This is a bug and must be escalated
- D. Mass mail is not enabled for the profile.
- E. Mass mail is not checked in FLS

Answer: BD

NEW QUESTION 734

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 735

- (Topic 6)
You cannot delete a standard report.

- A. True
- B. False

Answer: A

NEW QUESTION 737

- (Topic 6)
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

Answer: B

NEW QUESTION 742

- (Topic 6)
Data Validation Rules are executed for a field (vs. as record).

- A. True
- B. False

Answer: B

NEW QUESTION 746

CORRECT TEXT - (Topic 6)
What is a Running User?

- A.

Answer: Determinesthelevelofaccesstothedashboarddata

NEW QUESTION 749

- (Topic 6)
When you click Printable view , the report will display in a print ready format in Excel?

- A. True
- B. False

Answer: A

NEW QUESTION 753

- (Topic 6)
With Spring 11 release, you can now sort line items in the Quote Line Items related list on a quote. Syncing a quote with an opportunity also syncs product sort order.

- A. True
- B. False

Answer: A

NEW QUESTION 758

- (Topic 6)
Can logins on specific days be restricted?

- A. Yes
- B. No

Answer: A

Explanation:

Explanation/Reference:
By setting the start and end times on the profile login hours to the same value.

NEW QUESTION 761

- (Topic 6)

Identify the correct statement from the given list.

- A. Lookup field link two objects
- B. Lookup fields affect security
- C. Lookup fields change the record ownership
- D. Lookup fields can be used to delete an object

Answer: A

NEW QUESTION 762

- (Topic 6)

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

- A. Click files to preview them
- B. Subscribe to a user
- C. Select the To: Me tab to see posts directed to you
- D. Click groups and users to view their feeds
- E. Post to a group or user's feed
- F. Subscribe to a user feed post

Answer: ACDE

NEW QUESTION 763

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 767

- (Topic 6)

Which statements are true for the integrated campaign builder?

- A. Cannot filter views by more than one campaign at a time
- B. The maximum number of Leads/Contacts that can be added from a report at one time is 50,000
- C. The maximum number of Leads/Contacts that can be added from the wizard at one time is 250
- D. Can add converted leads to a campaign
- E. Integrated Campaign Builder views are not exposed through the Force.com API

Answer: ABCE

NEW QUESTION 769

CORRECT TEXT - (Topic 6)

What profile permission is required for editing and deleting public tags?

A.

Answer: TagManager.Note:TagManagerisEnabledbydefaultfortheSystemAdministratorprofile.

NEW QUESTION 772

- (Topic 6)

What are the two main parts of WF?

- A. Actions and Time triggers
- B. Rules and Actions
- C. Email Alerts and Field updates
- D. Rules and Tasks

Answer: B

NEW QUESTION 776

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 777

- (Topic 6)

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

- A. Since there is no Weekly Export in contact manager, you can instead install Salesforce for outlook.
- B. You can create a report on those records and use the "Export Details" button.
- C. Use Connect for Outlook because Salesforce for Outlook does not run without API.
- D. Export those records using weekly data export from "Setup > Administration Setup > Data Management > Export".
- E. There is no export option in Contact Manager

Answer: B

NEW QUESTION 782

- (Topic 6)

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

- A. Page Layout
- B. Field Level Security
- C. User Profile
- D. None of the Above

Answer: B

NEW QUESTION 785

CORRECT TEXT - (Topic 7)

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

A.

Answer: Master/Detail

NEW QUESTION 789

- (Topic 7)

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

- A. True
- B. False

Answer: A

NEW QUESTION 793

CORRECT TEXT - (Topic 7)

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

A.

Answer: NeedtopreventduplicatesandwhentheAdminneedstochoosewhethertotriggerWorkflowrules(ornot)

NEW QUESTION 796

CORRECT TEXT - (Topic 7)

Define the Summary Report.

A.

Answer: Providesalistingofdataplussortingandsubtotalingofdata.Maybeusedtosupportdashboardcomponents.

NEW QUESTION 799

- (Topic 7)

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

- A. True
- B. False

Answer: A

NEW QUESTION 803

- (Topic 7)

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

Answer: B

NEW QUESTION 807

CORRECT TEXT - (Topic 7)
Define the Matrix Report.

A.

Answer:

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.

NEW QUESTION 811

CORRECT TEXT - (Topic 7)
Define the Marketing User Profile.

A.

Answer: Standard user perm+can import leads for the Org

NEW QUESTION 816

- (Topic 7)
What objects have standard business processes?

- A. Leads
- B. Opportunity
- C. Cases
- D. Contacts
- E. Sales (Opportunities)
- F. Solutions

Answer: ACEF

NEW QUESTION 819

CORRECT TEXT - (Topic 7)
When can inactive assignment rules be run on leads?

A.

Answer: During lead import

NEW QUESTION 824

CORRECT TEXT - (Topic 7)
Define the Tabular Report.

A.

Answer: Provides a simple listing of your data without subtotals. The only format that has a floating report header.

NEW QUESTION 826

- (Topic 7)
Is the DataLoader Cloud based?

- A. No
- B. Yes

Answer: A

NEW QUESTION 829

CORRECT TEXT - (Topic 7)
What do Business processes do?
Business Processes track sales, support, solution, cases

A.

Answer: A

NEW QUESTION 831

CORRECT TEXT - (Topic 7)
What does the default locale impact?

A.

Answer: The format of date and number fields.

NEW QUESTION 835

- (Topic 7)

Based on existing Master-Detail and Lookup relationships between objects, Sys Admins can create Custom Report Types to:

- A. Choose which standard and custom objects to display
- B. Select which fields can be used as columns
- C. Define both inner and outer joins

Answer: ABC

NEW QUESTION 837

CORRECT TEXT - (Topic 7)

What can Delegated Admins do?

A.

Answer: ViewAll&ModifyALLAccessbyObject

NEW QUESTION 838

CORRECT TEXT - (Topic 7)

Which takes precedence: User's language setting or Company profile default language?

A.

Answer: User'slanguagesetting.

NEW QUESTION 840

- (Topic 7)

You can't package workflow rules with time triggers.

- A. True
- B. False

Answer: A

NEW QUESTION 843

CORRECT TEXT - (Topic 7)

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

A.

Answer: Master/Detail

NEW QUESTION 844

CORRECT TEXT - (Topic 7)

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

A.

Answer: Lookup

NEW QUESTION 847

CORRECT TEXT - (Topic 7)

Define the system Admin profile.

A.

Answer: "SuperUser"-Cancustomize&administratetheOrg

NEW QUESTION 849

CORRECT TEXT - (Topic 7)

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

A.

Answer: Theerrormessage.

NEW QUESTION 853

CORRECT TEXT - (Topic 7)

Who can delete records?

A.

Answer:

Theabilitytodeleteindividualrecordsiscontrolledbyadministratorstherecordownerusersinarolehierarchyabovetherecordownerandanyuserthathasbeengranted"FullAcc

ess.”

NEW QUESTION 857

CORRECT TEXT - (Topic 7)

How are Cases assigned?

A.

Answer: AssignmentRule

NEW QUESTION 860

- (Topic 7)

Workflow rules trigger automatically and are visible to the user.

A. True

B. False

Answer: B

Explanation:

Explanation/Reference: Workflow rules are invisible to the end user.

NEW QUESTION 865

CORRECT TEXT - (Topic 7)

What do Sales Teams do?

A.

Answer: FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

NEW QUESTION 868

- (Topic 7)

There are many dashboard components from SF Labs including the Apex Dashboard Kit which can be installed:

A. True

B. False

Answer: A

NEW QUESTION 869

CORRECT TEXT - (Topic 7)

Can you set Standard and Custom fields as unique or required using the Property feature?

A.

Answer: Noonlycustomfields.

NEW QUESTION 872

CORRECT TEXT - (Topic 7)

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

A.

Answer: Master/Detail

NEW QUESTION 876

- (Topic 7)

Describe the methods to allow access to the application?

A. Web Browsers(UI)

B. Mobile application(blackberry)

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

Answer: ABC

NEW QUESTION 878

- (Topic 7)

Changes you make to records while using Connect Offline are lost.

A. True

B. False

Answer: B

Explanation:

Explanation/Reference:

Changes you make to records while using Connect Offline are evaluated by workflow rules when you synchronize.

NEW QUESTION 880

- (Topic 7)

What are the three editions of Salesforce?

A. PE Professional Edition EE Enterprise Edition UE Unlimited Edition

Answer: A

NEW QUESTION 885

- (Topic 7)

The number of calculated values per report:

- A. 5
- B. 10
- C. 20
- D. 2
- E. 15
- F. 6

Answer: A

NEW QUESTION 887

- (Topic 7)

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

- A. True
- B. False

Answer: A

NEW QUESTION 891

- (Topic 7)

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

Answer: A

NEW QUESTION 892

- (Topic 7)

What are the Org Wide Default permission options?

- A. Public, Read, Write (Transfer on Leads/Cases)
- B. Public Read, Write
- C. Public Read Only
- D. Private
- E. Controlled by Parent (on Master-Detail Relationships).

Answer: ABCDE

NEW QUESTION 896

- (Topic 7)

Workflow rules can't be triggered by campaign statistic fields, including individual campaign statistics and campaign hierarchy statistics.

- A. True
- B. False

Answer: A

NEW QUESTION 899

- (Topic 7)

Can the DataLoader access all objects?

- A. Yes
- B. No

Answer: A

NEW QUESTION 902

CORRECT TEXT - (Topic 7)
What do Account Teams do?

A.

Answer: FocusesonAccountRecordsbeingsharedtoaspecifiedgroupofusersbasedontheAccountOwner

NEW QUESTION 906

- (Topic 8)

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

Answer: D

NEW QUESTION 909

- (Topic 8)

Standard users can import a maximum of how many account records in a session

- A. 500
- B. 5000
- C. 50000
- D. 500000

Answer: A

NEW QUESTION 914

- (Topic 8)

Account Teams are not available for Professional Edition

- A. True
- B. False

Answer: A

NEW QUESTION 919

- (Topic 8)

You can create parent/child relationships directly from the CSV import file

- A. True
- B. False

Answer: A

NEW QUESTION 921

- (Topic 8)

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

Answer: BC

NEW QUESTION 923

- (Topic 8)

You can map a custom lead field to a Case

- A. True
- B. False

Answer: A

NEW QUESTION 925

- (Topic 8)

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

Answer: A

NEW QUESTION 930

- (Topic 8)

Your recycle bin record limit is times the Megabytes (MBs) in your general storage

- A. 20
- B. 50
- C. 250
- D. 500

Answer: C

NEW QUESTION 932

- (Topic 8)

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

Answer: A

NEW QUESTION 934

- (Topic 8)

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

Answer: A

NEW QUESTION 935

- (Topic 8)

Export to Excel is available for Printable Lists:

- A. True
- B. False

Answer: B

NEW QUESTION 940

- (Topic 8)

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

Answer: ABC

NEW QUESTION 942

- (Topic 8)

Which information not captured on user record in Salesforce?

- A. Locale
- B. Hire date
- C. Employee number
- D. Delegated approval

Answer: B

NEW QUESTION 944

- (Topic 8)

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

Answer: A

NEW QUESTION 949

- (Topic 8)

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

Answer: AB

NEW QUESTION 952

- (Topic 8)

Which of them is not a Standard Business Object?

- A. Accounts
- B. Contacts
- C. Ideas
- D. Leads

Answer: C

NEW QUESTION 953

- (Topic 8)

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

Answer: B

NEW QUESTION 956

- (Topic 8)

As an Admin you can schedule regular data imports using the Data Loader

- A. True
- B. False

Answer: A

NEW QUESTION 958

- (Topic 8)

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

Answer: A

NEW QUESTION 963

- (Topic 8)

The size limit for documents uploaded is:

- A. 2 MB
- B. 5 MB
- C. 10 MB
- D. 50 MB

Answer: B

NEW QUESTION 968

- (Topic 8)

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

Answer: D

NEW QUESTION 969

- (Topic 8)

The administrator changes the organization time zone from "pacific daylight" to "central". Which users will be affected?

- A. All users in pacific timezone
- B. All users in central timezone
- C. All users in the organization
- D. None

Answer: D

NEW QUESTION 973

- (Topic 8)

Which object cannot use sharing rules to manage access?

- A. Custom object
- B. Standard object
- C. Child to a parent object
- D. Managed Package

Answer: D

NEW QUESTION 978

- (Topic 8)

A custom lead field can be mapped to:

- A. One case comment
- B. Two contact fields
- C. One account field
- D. One solution field

Answer: C

NEW QUESTION 980

- (Topic 8)

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

Answer: C

NEW QUESTION 983

- (Topic 8)

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

Answer: AC

NEW QUESTION 988

- (Topic 8)

You cannot delete a product that is used on an opportunity

- A. True
- B. False

Answer: A

NEW QUESTION 990

- (Topic 8)

You can use cloud scheduler to send meeting invites to contacts or leads or person accounts you don't have visibility to.

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

You must have at least read access to the contacts, leads and person accounts that you request a meeting with.

NEW QUESTION 991

- (Topic 8)

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

Answer: AB

NEW QUESTION 993

- (Topic 8)

How many Editions are there in Salesforce.com

- A. 2
- B. 3
- C. 4
- D. 5

Answer: :D

NEW QUESTION 998

- (Topic 8)

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.

Answer: A

NEW QUESTION 999

- (Topic 8)

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

Answer: B

NEW QUESTION 1003

- (Topic 8)

A custom multi-select picklist can be the controlling field for a dependent field

- A. True
- B. False

Answer: B

NEW QUESTION 1007

- (Topic 8)

Chatter is not available for Mobile Users?

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

You can enable Salesforce Chatter for Salesforce Mobile users by including the News Feed object in your mobile configurations' data sets.

NEW QUESTION 1008

- (Topic 8)

When you configure Search Settings for Your Organization, the new value must be between 5 and 50

- A. True
- B. False

Answer: A

NEW QUESTION 1010

- (Topic 8)

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 existing contacts to the campaign
- D. Associate upto 50000 existing leads to the campaign

Answer: AD

NEW QUESTION 1012

- (Topic 8)

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

Answer: B

NEW QUESTION 1013

- (Topic 8)

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

Answer: B

NEW QUESTION 1015

CORRECT TEXT - (Topic 8)

What are Chatter Groups?

A.

Answer:

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.

Explanation:

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.

NEW QUESTION 1019

- (Topic 8)

You can delete the Standard Price Book or a price book that is on an opportunity.

- A. True
- B. False

Answer: A

NEW QUESTION 1021

- (Topic 8)

You can enable Chatter in your organization without updating to the new look and feel?

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

Enabling Salesforce Chatter also enables the new user interface theme, which updates the look and feel of Salesforce.com.

NEW QUESTION 1026

- (Topic 8)

The Documents tab does NOT contain version control capabilities

- A. True
- B. False

Answer: A

NEW QUESTION 1031

- (Topic 8)

The Account Access, Contact Access and Opportunity Access options depend on your sharing model

- A. True
- B. False

Answer: A

NEW QUESTION 1032

- (Topic 8)

Personal Tags can not be shared

- A. True
- B. False

Answer: A

NEW QUESTION 1035

- (Topic 8)

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

Answer: GIJ

NEW QUESTION 1040

- (Topic 8)

Which permission allows a user to create a new solution?

- A. Edit
- B. Read
- C. Create
- D. Delete

Answer: C

NEW QUESTION 1045

- (Topic 8)

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

Answer: C

NEW QUESTION 1047

- (Topic 9)

Existing records that meet the Workflow Rule criteria trigger the Rule.

- A. True
- B. False

Answer: B

NEW QUESTION 1052

- (Topic 9)

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

Answer: B

NEW QUESTION 1053

- (Topic 9)

Data storage include the following: (check all that apply)

- A. Salesforce Chatter
- B. Files in attachments
- C. Cases
- D. Email Messages
- E. Ideas

Answer: CDE

NEW QUESTION 1055

- (Topic 9)

Recent item and Lookup Hovers use the Record Mini Page.

- A. True
- B. False

Answer: A

NEW QUESTION 1057

- (Topic 9)

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

Answer: BD

NEW QUESTION 1062

- (Topic 9)

Can you include attachments in the Data Export.

- A. True
- B. False

Answer: A

NEW QUESTION 1064

- (Topic 9)

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
- E. A, B, C & D
- F. A, B, & D
- G. A, B, & C
- H. A, C & D

Answer: C

NEW QUESTION 1069

- (Topic 9)

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

Answer: ABD

NEW QUESTION 1070

- (Topic 9)

When setting up an user, the first name of the user is not required.

- A. True
- B. False

Answer: A

NEW QUESTION 1072

- (Topic 9)

Record types are used to implement custom business processes by associating them to specific

- A. Objects
- B. Page Layouts
- C. Records
- D. Campaigns

Answer: B

NEW QUESTION 1074

- (Topic 9)

If you delete a report and change your mind, you can retrieve it from the recycle bin.

- A. True
- B. False

Answer: B

NEW QUESTION 1078

- (Topic 9)

Which statements are true about business processes?

- A. Each business process is associated with one or more record types
- B. Each record type is associated with one or more business processes
- C. For opportunity objects records are created before business processes
- D. Record types implement business processes through page layouts
- E. Record types help track sales lifecycle s across divisions, groups and markets.

Answer: AD

NEW QUESTION 1081

- (Topic 9)

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

Answer: ABD

NEW QUESTION 1083

- (Topic 9)

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

Answer: C

NEW QUESTION 1086

- (Topic 9)

What is the maximum length of the alias field?

- A. 12
- B. 10
- C. 8

Answer: C

NEW QUESTION 1091

- (Topic 9)

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)

Answer: A

NEW QUESTION 1092

- (Topic 9)

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

Answer: D

NEW QUESTION 1095

- (Topic 9)

You cannot mass remove records from an approval process; removal of records must be done one by one.

- A. True
- B. False

Answer: B

NEW QUESTION 1099

- (Topic 9)

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

Answer: E

NEW QUESTION 1104

- (Topic 9)

Formula cannot reference any field that is restricted by Field level security

- A. True
- B. False

Answer: B

NEW QUESTION 1105

- (Topic 9)

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

Answer: AB

NEW QUESTION 1106

- (Topic 9)

You have to enable the Report Builder Upgrade first to use Master Charts.

- A. True
- B. False

Answer: :B

NEW QUESTION 1111

- (Topic 9)

Can you uninstall an AppExchange application once it has been deployed.

- A. True
- B. False

Answer: A

NEW QUESTION 1113

- (Topic 9)

Roll-up summary and formula fields are always read-only on detail pages.

- A. True
- B. False

Answer: A

NEW QUESTION 1117

- (Topic 9)

What is the new Chart type available after Spring 11?

- A. Master Charts
- B. Report Charts
- C. Chatter Charts
- D. Scatter charts

Answer: D

NEW QUESTION 1120

- (Topic 9)

When transferring leads to a queue open activities are also transferred?

- A. True
- B. False

Answer: B

NEW QUESTION 1121

- (Topic 9)

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

Answer: D

NEW QUESTION 1124

- (Topic 9)

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 Salesforce CRM?

- A. 0073
- B. 73
- C. 7.3%

Answer: B

NEW QUESTION 1126

- (Topic 9)

You can use the import wizard to erase existing field values. Once a custom field is deleted, can it be restored?

- A. Yes
- B. No

Answer: A

Explanation:

The "recycle bin for custom fields" feature gives the administrator 45 days to restore the field and its data.

NEW QUESTION 1130

- (Topic 9)

What is the limit of Look-up Relationships per object?

- A. 25
- B. 3
- C. 4
- D. 5
- E. 6
- F. 10

Answer: A

NEW QUESTION 1134

- (Topic 9)

To minimize the number of sharing rules, use "Roles and Subordinates" over "Roles" where possible.

- A. True
- B. False

Answer: A

NEW QUESTION 1137

- (Topic 9)

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 400KB
- D. Standard users can import up to 50000 account or contact records per session

Answer: :AC

NEW QUESTION 1138

- (Topic 9)

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

Answer: B

NEW QUESTION 1141

- (Topic 9)

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

Answer: A

NEW QUESTION 1146

- (Topic 9)

How many lead assignment rules can be active at one time?

- A. One
- B. Two
- C. Eleven
- D. Twenty-three

Answer: A

NEW QUESTION 1148

- (Topic 9)

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

- A. True
- B. False

Answer: :B

NEW QUESTION 1150

- (Topic 9)

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.

Answer: A

NEW QUESTION 1153

- (Topic 9)

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

Answer: A

NEW QUESTION 1158

- (Topic 9)

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

Answer: A

NEW QUESTION 1162

- (Topic 9)

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.

Answer: AE

NEW QUESTION 1165

- (Topic 9)

Advanced filter conditions can be applied to a roll-up summary field:

- A. True
- B. False

Answer: B

NEW QUESTION 1167

- (Topic 10)

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.

Answer: ACD

NEW QUESTION 1171

- (Topic 10)

Which definition best describes "accounts" and their relationships with other record types in SFDC?

- A. Accounts represent sales deals that your company is pursuin
- B. An account may have only one opportunity associated with it.
- C. Accounts are the backbone of information and represent prospective, existing, and former customer
- D. An account may have multiple opportunities
- E. Accounts are created after you have closed an opportunity or dea
- F. An account must have a closed opportunity associated with it.

Answer: B

NEW QUESTION 1175

- (Topic 10)

What is the maximum length of any auto-number field?

- A. 20
- B. 30
- C. 40
- D. 50
- E. 60

Answer: B

NEW QUESTION 1178

- (Topic 10)

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

Answer: BD

NEW QUESTION 1183

- (Topic 10)

When importing Lead records you must use Currency

- A. An active or inactive
- B. An active
- C. An inactive

Answer: :B

NEW QUESTION 1185

- (Topic 10)

A Look-up field can look up to what?

- A. An Object
- B. A field
- C. A record
- D. A report

Answer: C

NEW QUESTION 1189

- (Topic 10)

You can create a custom report on solution categories and solution categories are available in list views.

- A. True
- B. False

Answer: B

NEW QUESTION 1191

- (Topic 10)

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

Answer: D

NEW QUESTION 1192

- (Topic 10)

Records & Record Detail Pages: SFDC lets me print list views for Accounts, Campaigns, Cases, Contacts, Leads, or Opportunities.

- A. True
- B. False

Answer: A

NEW QUESTION 1195

- (Topic 10)

Your System Administrator must reset your password for you if you lose it.

- A. True
- B. False

Answer: B

NEW QUESTION 1196

- (Topic 10)

You can map custom lead fields to standard fields on the Account, Contact, and Opportunity.

- A. True
- B. False

Answer: B

NEW QUESTION 1198

- (Topic 10)

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

Answer: ADE

NEW QUESTION 1202

- (Topic 10)

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 customer
- B. The Icon is a green Star Man.
- C. An organization, individual or company involved with your business such as customers, competitors and partners that you wish to track in Salesforce
- D. The Icon is a file folder.
- E. Any individual or influencer associated with an account that you want to track in Salesforce
- F. The Icon is a business card.
- G. Any potential revenue-generating event ("sales deal") that you want to track in Salesforce
- H. The Icon is a Coin.

Answer: D

NEW QUESTION 1204

- (Topic 10)

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

Answer: :A

NEW QUESTION 1206

- (Topic 10)

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

Answer: B

NEW QUESTION 1208

- (Topic 10)

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

Answer: BD

NEW QUESTION 1209

- (Topic 10)

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

Answer: A

NEW QUESTION 1214

- (Topic 10)

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

Answer: :D

NEW QUESTION 1219

- (Topic 10)

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)

Answer: B

NEW QUESTION 1222

- (Topic 10)

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

Answer: C

NEW QUESTION 1224

- (Topic 10)

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

Answer: ABCD

NEW QUESTION 1225

- (Topic 10)

Which of the following are true about the field type "Text Area(Long)" ?

- A. 1) Maximum length of 32,000 char
- B. 2) Any length from 0 to 32,000 char
- C. 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
- D. 1) Maximum length of 3200 char
- E. 2) Any length from 256 to 32,000 char
- F. 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
- G. 1) Maximum length of 32,000 char
- H. 2) Any length from 256 to 32,000 char
- I. 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
- J. 1) Maximum length of 32,000 char
- K. 2) Any length from 256 to 32,000 char
- L. 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

Answer: D

NEW QUESTION 1228

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