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NEW QUESTION: 1

Delegated Groups Detail can define which of the following EXCEPT:

- A. User Administration (Roles and Subordinates)
- B. Delegated Administrators
- C. Custom Object Administration
- D. User Administration (Roles)
- E. Profiles

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 2

What actions occur before a request enters the first approval step?

- A. Initial submission actions
- B. Step actions
- C. final approval actions
- D. final rejection actions

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 3

What are the types of items measured by the Sales force Labs Adoption Dashboards?

Select all that apply:

- A. User logins
- B. Closed won opportunities
- C. Call activity
- D. Data quality

Answer: ([SHOW ANSWER](#))

Section: Volume B

NEW QUESTION: 4

SIMULATION

What are the 5 main places you can go to receive support for Apex?

Answer:

See the solution below

Explanation/Reference:

1. Extensive documentation on the Apex Developer Network site.
2. The Eclipse IDE plugin
3. Mandatory creation of test scripts that can be run in a development environment
4. In the UI
5. Sales force support personnel

NEW QUESTION: 5

Universal Containers wants all of its sales representatives to use a standard format in Microsoft Word for communicating price quote information to its customers.

A. Create and upload a sample quote document to the Documents tab; point sales representatives to this document

B. Create and upload an email template to Sales force; train sales representatives how to leverage it via Connect for Outlook.

C. Create and upload a mail merge template to Sales force; training sales representatives how to leverage it via connect for outlook

Answer: C ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 6

Sales force Territory Management...

A. Does not work when the Organization Wide Default for Accounts is set to Private.

B. Is based on the characteristics of opportunity records.

C. Works in parallel with other sharing functionality.

D. Can only be enabled if Customizable Forecasting is disabled.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 7

What are some drawbacks to S-Controls?

Choose 3 answers.

A. Creating new ones is no longer supported by SFDC

B. S-Controls are server side code and much faster than APEX code.

C. Not always cross-browser compatible

D. S-Controls can slow down the UI (User Interface)

Answer: A,C,D ([LEAVE A REPLY](#))

Section: Volume C

Explanation/Reference:

NEW QUESTION: 8

Which is NOT a characteristic of a multi-tenant programming language such as Apex?

- A. Classes are saved with the version of the API with which they were created
- B. Governor limits restrict the amount of interactions
- C. Developers can reuse global code written in any org
- D. All code is executed on the same set of Sales force servers

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

Validation rules are executed for fields that are stored in the object but not part of the displayed page layout.

- A. True
- B. False

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation/Reference: Validation rules are executed for all fields on an object regardless of whether or not they are displayed on the page layout.

NEW QUESTION: 10

Account ID is required on the Opportunity object via the API.

- A. True
- B. False

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference: You do not need the Account ID on the opportunity when accessing through the API.

NEW QUESTION: 11

Which of the following is NOT part of the Force.com platform?

- A. App Exchange
- B. Sales force Ideas
- C. User Interface
- D. Global, trusted, secure infrastructure

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 12

What are some ways to back up your data?

Choose 3 answers.

- A. Data Loader (Export feature)
- B. Full data export or weekly data export

C. Store your data locally

D. Run Reports

Answer: A,B,D ([LEAVE A REPLY](#))

Section: Volume D

NEW QUESTION: 13

Which are examples of dirty data?

A. Duplicate Records

B. Incomplete records

C. Spelling/punctuation mistakes

D. All of the above

E. Free text spelling errors

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

What can be turned on in Sandbox?

Select all that apply:

A. Approval processes

B. Case escalation rules

C. Case assignment rules

D. Oppty reminders

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 15

Which component is part of the Force.com platform?

Choose 3 answers.

A. Metadata API

B. Workflow process

C. Sandbox

D. Force.com IDE

Answer: A,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 16

Which statement is TRUE regarding sandbox?

Choose 2 answers

A. Data and configuration can be pushed from production to sandbox.

B. Data and configuration is automatically pushed from sandbox to production

C. There are different types of sandboxes that administrators can access

D. When data is copied to a sandbox, the email addresses of contacts are automatically changed.

Answer: A,C ([LEAVE A REPLY](#))

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NEW QUESTION: 17

What is Force.com Site?

- A. A single custom object hosted by Sales force.com
- B. A single custom web-to-lead WSDL not hosted by Sales force
- C. A single custom web-to-lead form hosted by Sales force
- D. A single custom webpage hosted by Sales force

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 18

Apex offers optional creation of test scripts that can be run in a dev environment, in the UI or by sales force support personnel.

- A. True
- B. False

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference: The test scripts are mandatory, not optional

NEW QUESTION: 19

Contact records need to be retrieved that meet the following criteria: all contacts with a mailing address in the state of California or whose last name is equal to Smith. Only the first and last names are needed. An administrator decided to use the Data Loader to retrieve these records using the Export feature. What Sales force Object query Language (SOQL) statement could be used to retrieve the desired records?

- A. Select " California " or " Smith " where last name="
- B. Select first name. last name. where last name= "Smith" OR state=" CA"

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 20

Which of the following are Hooks?

Choose 3 answers

- A. S-Controls

- B. In-line S-Controls
- C. Custom Links
- D. Web Tabs

Answer: B,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 21

CORRECT TEXT

Scrubbing Sales force data can remove formatting which makes it easier to....

Enrich dirty data Identify dirty data Remove dirty data Cleanse dirty data

Answer:

B

NEW QUESTION: 22

What is an example of Web-to-X usage?

- A. Candidates apply to a position directly on a website and their information is stored in Sales force.
- B. You can update your Company's website from Sales force
- C. You can schedule data updates from your website to Sales force.

Answer: ([SHOW ANSWER](#))

Section: Volume C

NEW QUESTION: 23

Which statement is TRUE for a master-detail relationship?

Select all that apply

- A. Record access of detail records are controlled by the master record.
- B. A master record and a related detail record can have different owners.
- C. Deleting a master record, also deletes the detail record.
- D. A detail record can be shed using sharing rules

Answer: ([SHOW ANSWER](#))

Section: Volume D

NEW QUESTION: 24

What can the Schema Extract Tool provide the administrator prior to loading data into Sales force?

Select all that apply:

- A. All fields on a given object
- B. Number of records containing data per field
- C. Field data types
- D. Location of data on the storage pod
- E. Determine order of data load

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25**SIMULATION**

Describe some ways you can proactively make sure quality data is entered into the system.

Answer:

See the solution below

Explanation/Reference:

1. Enforce Validation rules
2. Use custom lookup fields, workflow field updates, record types and page layouts to streamline data entry
3. Build reports that monitor data entry

NEW QUESTION: 26

How would an administrator ensure that users are not able to edit account records owned by other users?

- A.** Override the Edit button on the account object with an Apex trigger to limit edit access to account owners only
- B.** Set the organization wide default for accounts to Public Read Only.
- C.** Remove edit access from the account object on the user profile.
- D.** Set the organization wide default for accounts to Public Read/Write

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

Referring to other formulas may reduce the 1300 character limit, but it is possible to continue chaining multiple formula fields together indefinitely.

- A.** True
- B.** False

Answer: ([SHOW ANSWER](#))

Explanation/Reference: This is not possible because the character limit still applies. 1300- Maximum characters displayed after calculation 3900- Maximum characters allowed in the formula

NEW QUESTION: 28

What can be turned on in Sandbox?

Select all that apply:

- A.** Approval processes
- B.** Case assignment rules
- C.** Case escalation rules
- D.** Oppty reminders

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 29

What is true about Territory Assignment Rule?

Choose 2

- A. Rules Run when an Account updated or created via Connect offline
- B. Rules Run If an account created by Sales force Mobile
- C. Rules Run when duplicate accounts merged.
- D. Rules Run when products updated in Opportunity.

Answer: B,C ([LEAVE A REPLY](#))

Section: Volume D

NEW QUESTION: 30

A company currently uses the standard Sales force product and price hook objects. Is it possible for this company to publish product and price hook information to its corporate Web site so customers in different regions see the correct product catalog with prices in the local currency?

- A. Yes, with the Customer portal.
- B. No, it is not possible to present multicurrency data.
- C. Yes, by building a custom integration following the X-to-Web design pattern.
- D. No, it is not possible to present data stored in standard objects other than cases and solutions to a Web site.

Answer: C ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

X-to-web enables any standard or custom object to be published into any website.

NEW QUESTION: 31

What is the fastest way to communicate new release information to your end users?

- A. Feature detail pages
- B. Detailed release notes
- C. Admin preview doc
- D. Discover button in app

Answer: ([SHOW ANSWER](#))

Section: Volume B

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NEW QUESTION: 32

When would you use APEX?

Choose 2 answers.

- A. When you need to process one record at a time
- B. If you want to attach business logic to a data event
- C. Use classes when coding APEX that will be used by other developers
- D. When you can use a custom formula field

Answer: B,C ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 33

What can the Schema Extract Tool provide the administrator prior to loading data into Sales force?

Select all that apply:

- A. Determine order of data load
- B. Number of records containing data per field
- C. Field data types
- D. Location of data on the storage pod
- E. All fields on a given object

Answer: A,C,E ([LEAVE A REPLY](#))

NEW QUESTION: 34

Both a sharing rule and an account team give Jose access to the Dixon Chemical account. The sharing rule gives him read access, and the account team gives him read/write access. Will Jose be able to edit the Dixon Chemical account.

- A. No
- B. Yes

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 35

Force.com is multi-tenant. What does this statement mean?

- A. It can share hardware and other infrastructure.
- B. It can be deployed at multiple locations.
- C. There are multiple features to protect your data.
- D. Multiple resources can work on it at the same time.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 36

Introducing duplicate account records can be hard to control in a private sharing model. The Account Owner Report can be used to view a list of account records in such a sharing model. What is required to run this report?

- A. An administrator enabling this feature in the application
- B. Enabling "Modify All Data" permissions on the user profile
- C. A user to be above an account owner in the role hierarchy
- D. A sharing rule whereby all accounts owned by the entire organ

Answer: A ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 37

When does knowledge of Apex code become necessary to create a Visual Force page?

- A. When creating custom page layouts
- B. When creating a master roll-up summary
- C. It is always necessary to use Apex code with VF
- D. When a custom controller is required

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 38

How many fields can you track per object using Field History Tracking?

- A. 5
- B. 20
- C. 50
- D. Unlimited
- E. None of the above

Answer: B ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference: You can track up to 20 fields for Field Tracking History. Don't confuse this with Chatter feed notifications which can track more than 20 fields.

NEW QUESTION: 39

Where are Sales force's web services capabilities defined? (2 answers)

- A. API Documentation
- B. WSDL
- C. Subscription Agreement
- D. Company Information

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

What functionality can be used to create a new related record when a user saves a record?

- A. Validation rule.
- B. Work flow rule.
- C. Visual force page.
- D. Apex trigger.

Answer: ([SHOW ANSWER](#))

Section: Volume D

NEW QUESTION: 41

CORRECT TEXT

Describe some techniques for winning over sales teams?

Answer:

1. Know the audience and realize that the driver for sales users is making their number
2. Ask to see planners, notes, etc, and notice what is different between high and low performers
3. Examine what they want to track
4. Encourage a vision of the left hand knowing what the right is doing
5. First step is usually to make information tracking easy by consolidating all in one place

NEW QUESTION: 42

CORRECT TEXT

What is the save order of processes?

Answer:

1. System validation rules
2. All Apex 'before' triggers.
3. Custom validation rules
4. All Apex 'after' triggers
5. Assignment rules (Leads and Cases only)
6. Auto-response rules (Leads and Cases only)
7. Workflow rules
8. Escalation rules (Cases only)
9. Parent Roll-up Summary Fields (which triggers all of the above on the parent object)

NEW QUESTION: 43

What are the two major pieces to most s-controls?

- A. Javascript (Function /Code)
- B. CSS Style Sheet
- C. HTML (Visual Presentation)
- D. IFrame

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 44

Which element would you use to determine if the customer is interested in a product or shipping promotion.

- A. Step
- B. Decision
- C. Assignment
- D. Screen

Answer: ([SHOW ANSWER](#))

Section: Volume D

NEW QUESTION: 45

Where is additional information about the Excel-Connector available?

- A. <https://www.apexdevnet.com>
- B. <https://www.salesforce.com/developer>
- C. Help & Training
- D. Ideas Exchange

Answer: ([SHOW ANSWER](#))

Section: Volume C

NEW QUESTION: 46

What are the two major pieces to S-Controls?

- A. HTML & Java Script
- B. Visual Presentation & Functional/code
- C. Controllers and Protectors
- D. Hooks and Controllers

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 47

When would you use a web application or web control?

- A. When you have a master detail roll-up summary field
- B. When you have a visual force page
- C. When you have highly customized UI or business logic functionality that cannot be accommodated by s-controls.

D. When you are integrating with an external system

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 48

What is Data Migration?

A. Transferring data from your Sales force instance to your company's website.

B. Transferring data from your company's website to your Sales force instance

C. Transferring data from one organization to another

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 49

Because Apex runs in a multitenant environment, the Apex runtime engine strictly enforces a number of

_____ensure that runaway scripts do not monopolize shared resources.

A. Bandwidth limits

B. API limits

C. Data storage limits

D. Governor limits

E. Mayoral limits

Answer: D ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

Governor limits help to ensure the stability and performance of each org inside SFDC shared infrastructure.

NEW QUESTION: 50

Suri has the "read" permission for the case object on her profile. A criteria-based sharing rule gives her read/ write access to product support cases. Will Suri be able to edit.

A. Yes

B. No

Answer: ([SHOW ANSWER](#))

Section: Volume D

NEW QUESTION: 51

How many days of setup audit history can you download?

A. 90

B. 365

C. 30

D. You can't download this information due to security

E. 7

F. 180

Answer: F ([LEAVE A REPLY](#))

NEW QUESTION: 52

Referring to other formulas may reduce the 1300 character limit, but it is possible to continue chaining multiple formula fields together indefinitely.

A. True

B. False

Answer: ([SHOW ANSWER](#)**)**

Explanation/Reference:

Explanation/Reference: This is not possible because the character limit still applies.

1300- Maximum characters s displayed after calculation 3900- Maximum characters allowed in the formula

NEW QUESTION: 53

When would you use a web app or web controls?

A. Highly customized UI or Business logic functionality that cannot be accommodated by S-Controls

B. Highly customized UI or Business logic functionality that cannot be accommodated by Visual Force

C. Highly customized UI or Business logic functionality that cannot be accommodated by custom formula fields

D. Highly customized UI or Business logic functionality that cannot be accommodated by custom summary fields

Answer: ([SHOW ANSWER](#)**)**

Section: Volume D

NEW QUESTION: 54

What is Data Enrichment?

A. Improving Existing data by linking additional data services.

B. Systematic collection or organization and analysis of data

C. Creating format consistency, removing bad data and consolidating resources.

D. Identifying and merging duplicate records.

Answer: A ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 55

CORRECT TEXT

What are the 5 main places you can go to receive support for Apex?

Answer:

1. Extensive documentation on the Apex Developer Network site.

- 2.The Eclipse IDE plugin
- 3.Mandatory creation of test scripts that can be run in a development environment
- 4.In the UI
- 5.Sales force support personnel

NEW QUESTION: 56

How many records can be deleted at once using the Mass Delete tool?

- A. 200
- B. 500
- C. 2000
- D. 5000
- E. Unlimited

Answer: B (LEAVE A REPLY)

Explanation/Reference: Wizards inside SFDC usually have a limit of 500 records. However, the data loader and other ETL tools do not have any limits.

NEW QUESTION: 57

SIMULATION

What may be the impact of selecting the "next value" in the pick list during a work flow field update?

Answer:

See the solution below

Explanation/Reference:

If you sort rallies alphabetically, the values above or below may be different for users in other languages and cause a different, undesirable result.

NEW QUESTION: 58

SIMULATION

What services are included in DaaS?

Answer:

See the solution below

Explanation/Reference:

1. Force com metadata API
2. Force com IDE
3. Force com Sandbox
4. Force com code share

NEW QUESTION: 59

By Custom button what all you can call?

- A. VF Controller
- B. Apex Trigger

C. Apex Class

Answer: A (LEAVE A REPLY)

Section: Volume D

NEW QUESTION: 60

What element would you use to set an opportunity name variable to "Product Promotion"?

A. Assignment

B. Record Create

C. Record Update

D. Decesion

Answer: (SHOW ANSWER)

NEW QUESTION: 61

What is possible using Content?

Choose 3

A. Publish content to com pany's website

B. Track Recipient activity

C. Share content using link with outside your company

D. Share content inside your organization

Answer: (SHOW ANSWER)

Section: Volume D

Explanation

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NEW QUESTION: 62

Which statement is TRUE regarding the order by which Workflow Rules and actions are executed?

Choose 3 answers

A. Multiple workflow rules are executed upon save resulting in any combination of different actions

B. A user cannot use the system log to track and troubleshoot the execution of workflow triggers.

C. Workflow actions execute i n the following order: field update, task, emails, outbound messaging.

D. Unlike assignment rules, there is no set order in which workflow rules may be triggered

Answer: A,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 63

Delegated Groups Detail can define which of the following EXCEPT:

A. Delegated Administrators

B. User Administration (Roles)

C. User Administration (Roles and Subordinates)

D. Profiles

E. Custom Object Administration

Answer: B ([LEAVE A REPLY](#))

Section: Volume D

NEW QUESTION: 64

All applications downloaded from the App Exchange can be modified once loaded into an org.

A. True

B. False

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference: Only unmanaged packages downloaded from the App Exchange can be modified. Managed packages are unable to be edited or customized.

NEW QUESTION: 65

A company has set the organization wide defaults for all objects to private. Which profile setting would allow a user to access all of the accounts within the organization and ONLY the cases they own?

A. View All for Accounts

B. Public for Accounts

C. Read for Accounts

D. Modify All Data

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 66

What are some drawbacks to S-Controls?

Select All that apply:

A. Not always cross-browser compatible

B. S-controls are client-side code, so can slow-down the UI

C. SFDC does not support the code

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 67**SIMULATION**

Name the objects that support field history tracking

Answer:

See the solution below

Explanation/Reference:

Data Entry 'Objects: Accounts, Contacts. Opportunities, Leads, Contracts Cases.

Solutions, Custom Objects

2. History Objects: Approval History, limited Campaign Member history (Member First associated, Member First Responded)

3. Salcsforcc2Salcsforcc connection history

4. Oppty Stage History for: Stage, Probability, Amount, Close Date, Last Modified By

NEW QUESTION: 68

What are the ways you can get a record's unique Sales force ID?

Select all that apply:

A. URL

B. Report

C. API

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 69

What is true about Custom Button?

Choose 2

A. It is displayed on right side of standard button

B. It is displayed on top and bottom of page layout

C. It is displayed on left side of standard button

D. It is displayed on top or page layout

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 70

With cross-object formula fields, fields can be inserted from objects of which relationship types?

Choose 2 answers.

A. Master-detail relationships

B. Roll-up summary relationships

C. Lookup relationships

D. Hierarchical Relationships

Answer: A,C ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 71**CORRECT TEXT**

Describe some features within web services.

Answer:

1. 30+ operations (methods) supported
2. Numerous entities (objects) supported
3. SOQL (S force Object Query Language)
4. SOSL (S force Object Search Language)

NEW QUESTION: 72

What metadata components cannot be deployed to another organization using change sets?

(Select all that apply)

- A.** Assignment rules
- B.** Page layouts
- C.** Role hierarchy
- D.** Custom fields
- E.** Approval processes

Answer: A,C,E ([LEAVE A REPLY](#))

NEW QUESTION: 73

What is Force.com Site?

- A.** A single custom object hosted by Sales force.com
- B.** A single custom webpage hosted by Sales force
- C.** A single custom web-to-lead form hosted by Sales force
- D.** A single custom web-to-lead WSDL not hosted by Sales force

Answer: B ([LEAVE A REPLY](#))

Section: Volume D

NEW QUESTION: 74**SIMULATION**

What are examples of content that can be included in a Visual force page?

Answer:

See the solution below

Explanation/Reference:

1. VF Tags
2. Force.com merge tags
3. HTML
4. Java
5. Flash

6. Any other code that can execute w/in a HTML page

NEW QUESTION: 75

When is it appropriate to use packaging vs the metadata API?

- A. When moving an entire app from one environment to another
- B. If you share an app in a more casual setting
- C. If you have made changes to an apex change App

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 76

What do {!expressions} refer to when used in Visual force components?

- A. Fields
- B. Apex Classes
- C. Factorial Equations
- D. Roll-Up summaries

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 77

Delegated admins can login as their subordinates.

- A. True
- B. False

Answer: ([SHOW ANSWER](#))

Section: Volume A

Explanation/Reference: But only when they have been granted login access rights by those subordinates.

NEW QUESTION: 78

CORRECT TEXT

Describe the differences between Case and an If function?

Answer:

Case Checks a given expression against a series of values. If the expression is equal to a value, returns the corresponding result. If it is not equal to any values, it returns the else

_result IF Determines if expressions are true or false. Returns a given value if true and another value if false

NEW QUESTION: 79

What is Force.com Site?

- A.** A single custom webpage hosted by Sales force
- B.** A single custom object hosted by Sales force.com
- C.** A single custom web-to-lead WSDL not hosted by Sales force
- D.** A single custom web-to-lead form hosted by Sales force

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 80

CORRECT TEXT

Describe the properties and considerations for Master Detail Relationship records/fields.

Answer:

The relationship field is required on all detail records.

Once the value of the relationship field has been saved, it cannot be changed.

The ownership and sharing of a detail record are determined by the master record.

When a user deletes the master record, all detail records are deleted.

You can create rollup summary fields on the master record to summarize the detail records.

NEW QUESTION: 81

How does an administrator create an opportunity business process that by passes a sales representative's immediate manager and goes directly to the CEO for approval when a deal is worth more than 1 Million dollars?

- A.** Create an approval process that skips to the CEO approval step if the deal is > \$1 million
- B.** Create a workflow rule with a time-based trigger that alerts the CEO if a 1 million dollar deal has not been updated within 2 days.
- C.** Create a workflow rule with a field update that sets the sales representative's immediate manager to be the CEO if the deal is larger than 1 million dollars.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 82

Universal Containers require an approval process on Campaigns where campaigns required approving by Area managers. Once the Campaign submitted for approval which of the following is true?

- A.** User can add campaign members after submitted for approval.
- B.** User can update actual cost in campaign after it is submitted for approval.
- C.** None of above.

D. Record is lock for editing and none of above option a and b are possible.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 83

The Force.com Web Service API can help an administrator manage data in a Sales force org by....

Choose 3 answers

- A. allowing the administrator to mass delete more than 250 records at a time
- B. allowing an administrator to perform mass updates to records to clean up duplicate data
- C. giving the administrator a way to perform incremental backups of the data with the APIs data replication method
- D. allows an administrator to mark certain records stored in Sales force

Answer: ([SHOW ANSWER](#))

Section: Volume C

Explanation

NEW QUESTION: 84

Where is additional information about the Excel-Connector available?

- A. Help & Training
- B. <https://www.salesforce.com/developer>
- C. <https://www.apexdevnet.com>
- D. Ideas Exchange

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 85

The Excel Connector a supported product?

- A. True
- B. False

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

The excel connector is not supported by SFDC

NEW QUESTION: 86

Which statement is FALSE regarding Visual force?

- A. It uses Apex for advanced business logic.
- B. It is available to users of all editions.
- C. It allows developers to replace the standard page layouts within the Sales force user interface with completely customer pages.
- D. It is available to users of Enterprise, Unlimited, and Developer Edition s Only.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 87

You should back up your data before changing or deleting data

- A. True
- B. False

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation/Reference: It is a best practice to backup your data so if there is an unexpected result, you can always roll back the changes.

NEW QUESTION: 88

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

- A. Opportunity Close Date, Product Date, Schedule Date
- B. Commit Date
- C. Product Date Only
- D. Schedule Date Only
- E. Opportunity Close Date Only

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 89

Where within the user interface is the force.com IDE available for download?

- A. Setup > Develop > Components
- B. Setup > Develop > Tools
- C. Setup > Create > Packages
- D. Setup > Create > Apps

Answer: B ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 90

What is the major difference between Apex and other programming languages?

Select all that apply:

- A. It is the oldest Programming language
- B. It runs in the client's web browser
- C. It runs natively on SI'DC Servers
- D. It is much faster than other languages

Answer: C,D ([LEAVE A REPLY](#))

Section: Volume B

NEW QUESTION: 91

What feature is NOT customizable under the Setup/Develop menu?

- A. Pages

- B. Components
- C. Apps
- D. Apex Classes

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 92

An administrator wrote a field update action for a workflow rule on a field that is hidden via Field-Level Security, when the workflow rule triggers, what happens to the data in the hidden field?

- A. The field will fail to update and remain in its original state.
- B. The field is updated, even though it is hidden
- C. The field will only update if the rule is triggered by a time-based trigger
- D. The field will only update if the user has Modify All Data enabled in the profile.

Answer: ([SHOW ANSWER](#))

Section: Volume C

NEW QUESTION: 93

What happens to the record you specify as the loser during a merge?

- A. The record will go to the recycle bin for 30 days.
- B. The record will be stored on the winning record so you can see the audit history
- C. The record will be stored in a hidden object called "merge data"
- D. The record will be immediately deleted

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 94

What is a benefit of creating a custom app for users?

- A. Gives users access to the tabs and records they need.
- B. Provide users with a place to share and install apps.
- C. Allow users to manage custom objects and tabs.
- D. Differentiates standard and custom objects for users

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 95

CORRECT TEXT

Why are 2 important reasons for admins to check the size of a data set on a mobile configuration before activating it.

Answer:

1. To make sure that performance on the mobile device won't be severely impacted
2. To ensure the data will not be over the max limit set by administrator

NEW QUESTION: 96

The Excel Connector can retrieve data from multiple objects (e.g., Accounts, Contacts) in a single query.

A. True

B. False

Answer: ([SHOW ANSWER](#))

Explanation/Reference: Only one object can be queried at a time.

NEW QUESTION: 97

Once activities are archived, where is the only place you can access them?

A. You can't access them

B. Activity History- View AH

C. Recycle Bin

D. Activity Reports

E. Archiving of activities does not affect visibility

Answer: **B** ([LEAVE A REPLY](#))

Section: Volume A

NEW QUESTION: 98

Which element would you use to determine if the customer is interested in a product or shipping promotion.

A. Step

B. Assignment

C. Decision

D. Screen

Answer: **D** ([LEAVE A REPLY](#))

NEW QUESTION: 99

Apex is client-side

A. True

B. False

Answer: **B** ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation/Reference: Apex is server side,S-Controls are client-side.

NEW QUESTION: 100

What can Delegated Administrators cannot do?

Select all that apply. Choose 2

- A. Assign Profiles
- B. Create New Profiles
- C. Create fields
- D. Add fields to page layouts

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 101

CORRECT TEXT

Describe the use cases for Delegated Administration

Answer:

Create /edit users and reset passwords Create default sales teams

Create personal groups for users Assign users to specified profiles Login as a user who has granted login access Manage custom objects They help to assign routine admin tasks to others Take the weight off of other Application

NEW QUESTION: 102

Is the Data loader fully supported by Sales force?

- A. No
- B. Yes

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 103

What is true about Territory Assignment Rule?

Choose 2

- A. Rule s Run If an account created by Sales force Mobile
- B. Rules Run when products updated in Opportunity.
- C. Rules Run when duplicate accounts merged.
- D. Rules Run when an Account updated or created via Connect offline

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 104

Which App Exchange partners allows you to easily web-enable any object without needing to use the API to develop custom web integrations?

Select all that apply:

- A. Model Metrics wcb2anything
- B. Vertical Response

C. Veer West form Assembly

D. Click tools

Answer: A,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 105

Where can you find the Forcc.com IDE tool?

A. Setup| Create | Apps

B. Setup |Develop | Tools

C. Setup| Create | Packages

D. Setup Develop I API

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 106

An admin wants to extract and then delete tile attachments. What is the easiest method of extract file attachments?

A. Weekly Data Export Service

B. The App Exchange Attachment Manager application

C. Data Loader Export features

D. Web Service API " Get Attachments" method

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 107

Personal tags can be viewed by Admins

A. True

B. False

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation/Reference: Although Admins can enable both public and private tags, Admins can only see public tags

NEW QUESTION: 108

When should you consider the System Debug Log?

Choose 3 answers.

- A. Assignment Rules
- B. Workflow Rules
- C. Custom Formula Fields
- D. Escalation Rules

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 109

When using Sales force Territory Management, Accounts and Users can be in multiple territories, but an Opportunity can only be associated with a single territory. How is an Opportunity assigned to a territory?

- A. To the territory of the user who is a forecast user
- B. To the territory of the user that owns the related account
- C. To the account's original territory upon initialization
- D. By the intersection of the user's territory and the account territory

Answer: D [\(LEAVE A REPLY\)](#)

NEW QUESTION: 110

You can package standard objects.

- A. True
- B. False

Answer: B [\(LEAVE A REPLY\)](#)

Explanation/Reference:

NEW QUESTION: 111

What is not supported by Content?

- A. Workflow
- B. Custom Page layout
- C. Custom Field
- D. Validation

Answer: B [\(LEAVE A REPLY\)](#)

NEW QUESTION: 112

Which statement is FALSE regarding Visual force?

- A. Visual force pages experience the same performance as standard Sales force pages.
- B. Developers can create user interfaces for multiple devices
- C. It is only available in Developer, Enterprise, and Unlimited Editions
- D. It helps to complete the model-view-controller pattern for force.com

Answer: C [\(LEAVE A REPLY\)](#)

NEW QUESTION: 113

If a primary object on a custom report type is a custom object, what happens if the custom object is deleted?

- A. The custom report type will be deleted.
- B. The custom report type and any reports created from it will be automatically deleted.
- C. The custom report type will not be deleted.
- D. The custom report type will be deleted but any reports created from it will remain available.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 114

What is the best way to transfer configurations from Sandbox to Production?

- A. Change Sets
- B. Import Wizard
- C. Data loader
- D. Metadata API

Answer: D [\(LEAVE A REPLY\)](#)

NEW QUESTION: 115

Which element would you use to route the flow differently based on whether the customer is interested in the product promotion, shipping promotion, or not interested?

- A. Decision
- B. Screen
- C. Assignment
- D. Step

Answer: A [\(LEAVE A REPLY\)](#)

NEW QUESTION: 116

Validation rules are executed for fields that are stored in the object but not part of the displayed page layout.

- A. True
- B. False

Answer: A [\(LEAVE A REPLY\)](#)

Explanation/Reference: Validation rules are executed for all fields on an object regardless of whether or not they are displayed on the page layout.

NEW QUESTION: 117

What are the two primary components of the Visual force framework?

Select all that apply:

- A. S-Controls
- B. Components
- C. Static Resources

- D. Controllers
- E. Apex Pages

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 118

SIMULATION

Describe some techniques for motivating users

Answer:

See the solution below

Explanation/Reference:

1. Get executive sponsorship (including having them use it in meetings)
2. Win over sales personnel
3. Identify power users and evangelists
4. Create motivations everywhere, both inside and outside the system
5. Use both marketing messages and the app itself as drivers

NEW QUESTION: 119

What is Data Enrichment?

- A. Identifying and merging duplicate records.
- B. Systematic collection or organization and analysis of data
- C. Creating format consistency, removing bad data, and consolidating resources.
- D. Improving existing data by linking additional data services.

Answer: A ([LEAVE A REPLY](#))

Section: Volume D

NEW QUESTION: 120

Which of the following are track able with the User Login Locations functionality?

Select all that apply:

- A. Login Date
- B. Originated from UI (not available in standard User report)
- C. Source IP address
- D. Browser
- E. Device Type

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 121

What kind of content can be included in a Visual Force Page?

Choose 3 answers.

- A. Visual Force Tags. Force.com Merge tabs.
- B. Personal Tags
- C. Flash. JAVA

D. HTML

Answer: A,C,D ([LEAVE A REPLY](#))

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NEW QUESTION: 122

CORRECT TEXT

Where are custom buttons NOT available?

Answer:

1. Web to Lead
2. Web to Case 3- User Object

NEW QUESTION: 123

An Administrator would like to find out if a former employee has misused company data in Sales force prior to leaving the company. Which method should be used to verify the employee's activity in Sales force?

- A. Log analysis
- B. Setup audit trail
- C. Download full login history
- D. Create a customer report for users.

Answer: A ([LEAVE A REPLY](#))

Section: Volume C

Explanation/Reference:

NEW QUESTION: 124

Referring to other formulas may reduce the 1300 character limit, but it is possible to continue chaining multiple formula fields together indefinitely.

- A. True
- B. False

Answer: B ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference: This is not possible because the character limit still applies. 1300- Maximum characters displayed after calculation 3900- Maximum characters allowed in the formula

NEW QUESTION: 125**CORRECT TEXT**

Describe the some symptoms of a sharing model that is too private.

Answer:

1. Lots of duplicate records
2. Users consistently have to manually share records
3. There are a large number of sharing rules
4. Admins have lots of requests for more record access

NEW QUESTION: 126**SIMULATION**

Describe some feedback mechanisms that can help drive "relentless incrementalism"

Answer:

See the solution below

Explanation/Reference:

1. Send out user surveys
2. Use blind surveys
3. Create a user group or committee
4. Tap into exec committees for recommendations
5. Use face-to-face interviews
6. Use Sales force (Ideas, Pollzter, Click Tools).

NEW QUESTION: 127

What cannot be customized in Content?

- A. Page Layout
- B. Half-life
- C. Search Layouts
- D. Communities

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 128

When submitting case to IT support of Sales force to get the investigation log of some former employee, what they will not provide?

- A. Password to decrypt the log
- B. Encrypted log file
- C. Coaching on how to translate the log file to get information

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 129

The system administrator profile can be modified to restrict permissions to view and modify data

A. True

B. False

Answer: B ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference: System Administrator is a Standard profile and cannot be modified.

NEW QUESTION: 130

Which action is possible with Connect for Lotus Notes and Sales force for Outlook?

Choose 3 Answers

A. Create accounts in Sales force

B. Upload email attachments to Sales force

C. Synchronize contacts and tasks to Sales force

D. Synchronize calendar appointments to Sales force

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 131

Which of the following are standard sales force applications?

Select all that apply:

A. Marketing

B. Social Media

C. HR mgmt

D. Sales

E. Call Center

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 132

SIMULATION

Describe Apex

Answer:

See the solution below

Explanation/Reference:

1. Apex is a procedural scripting language executed by Salesforce.com.
2. It uses a Java-like syntax, acts like database stored procedures.
3. It runs natively on sales force servers, more powerful and faster than non-server code.
4. It adds business logic to most system events - button clicks, related record updates, s-control displays, data loads

NEW QUESTION: 133

From which location can an administrator author APEX?

Choose 3 answers.

- A. Profile user interface
- B. Force.com IDE
- C. Sandbox org
- D. Productions org

Answer: B,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 134

All applications downloaded from the App Exchange can be modified once loaded into an org.

- A. True
- B. False

Answer: B ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference: Only unmanaged packages downloaded from the App Exchange can be modified.

Managed packages are unable to be edited or customized.

NEW QUESTION: 135

What skill set is required to work with outbound messages?

- A. Programmatic skill set working with programming languages such as C# or Java
- B. APEX Code
- C. API
- D. WSDL

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 136

What system admin should not do while setting up the Login hours for any profile?

- A. Do not add system admin to that profile
- B. Add system admin to that profile

Answer: A ([LEAVE A REPLY](#))

Section: Volume D

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NEW QUESTION: 137

Which of the following will make it easier for users to reach merge tools?

- A. Build a custom bottom /link to the merge wizard
- B. Merge using the Kxcel Connector
- C. Be granted delete rights to merge leads
- D. All of the above

Answer: (SHOW ANSWER)

Section: Volume B

NEW QUESTION: 138

How many records can be deleted at once using the Mass Delete tool?

- A. 200
- B. 500
- C. 2000
- D. 5000
- E. Unlimited

Answer: B (LEAVE A REPLY)

Explanation/Reference:

Explanation/Reference: Wizards inside SFDC usually have a limit of 500 records. However, the data loader and other ETL tools do not have any limits.

NEW QUESTION: 139

Where you can see the SFDC release information?

Choose 3

- A. Salesforce.com
- B. Success
- C. App Exchange
- D. Idea Exchange

Answer: (SHOW ANSWER)

NEW QUESTION: 140

Programmatic features generally consist of hooks and targets. Which of the following are hooks?

Choose 2 answers

- A. Apex Trigger
- B. Apex Class
- C. Customer Link
- D. Customer Button

Answer: ([SHOW ANSWER](#))

Section: Volume C

NEW QUESTION: 141

CORRECT TEXT

What permissions are needed to install Forcc.com Connect for MS Office?

Answer:

On the profile:

- 1.Connect for Office: "On, updates w/o alerts" for all clients
- 2.Connect for MS Outlook:"On, updates w/o alerts"

NEW QUESTION: 142

How can Tonya enforce that the Region field contains a value regardless of how the lead is created?

- A. Create a validation rule on the Region Field.
- B. Make the Region field universally required.
- C. Make the Region field required on the page layout.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 143

The system administrator profile can be modified to restrict permissions to view and modify data

- A. True
- B. False

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference: System Administrator is a Standard profile and cannot be modified.

NEW QUESTION: 144

Adoption dashboards can display.

- A. only call activity and data quality
- B. any reportable metric
- C. only users logins and call activity
- D. only standard objects

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 145

Which cannot be customized in Ideas?

- A. Search layouts
- B. Half Life
- C. Communities

D. Page layout

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 146

You should rename records before merging.

A. True

B. False

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference: It is helpful to rename because you can easily identify the winning record

NEW QUESTION: 147

Which of the following will make it easier for users to reach merge tools?

A. Be granted delete rights to merge leads

B. Build a custom bottom/link to the merge wizard

C. All of the above

D. Merge using the KxcelConnector

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 148

Is it possible to add actions to existing steps within an activated approval process?

A. Yes

B. No

C. Only when it is a time-dependent action

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 149

SIMULATION

Describe some features within web services.

Answer:

See the solution below

Explanation/Reference:

1- 30+ operations (methods) supported

2. Numerous entities (objects) supported

3- SOQL (S force Object Query Language)

4. SOSL (S force Object Search Language)

NEW QUESTION: 150

What are some ways to back up your data?

Choose 3 answers.

A. Run Reports

- B. Full data export or weekly data export
- C. Data Loader (Export feature)
- D. Store your data locally

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 151

When requesting a log analysis for Sales force's information Security department, an administrator will NOT get it.

- A. coaching on how to create the actual view of information
- B. the password to decrypt the log file in the same document as the log file.
- C. the User ID of the person being investigated,
- D. An encrypted version of the log file.

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 152

Delegated admins can login as their subordinates.

- A. True
- B. False

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference: But only when they have been granted login access rights by those subordinates.

NEW QUESTION: 153

File attachments count towards the overall data storage limit.

- A. True
- B. False

Answer: ([SHOW ANSWER](#))

Section: Volume A

Explanation/Reference:

Explanation/Reference: File attachments count towards file storage, not data storage. The storage limit is 1GB minimum for data and 11GB minimum for file storage for all editions.

NEW QUESTION: 154

What are the system prerequisites for Territory Management?

Select all that apply:

- A. Customizable Forecasting Enabled
- B. Sales Teams Set up
- C. Marketing Users enabled
- D. Sandbox enabled E, None of the above
- E. All of the above

Answer: [\(SHOW ANSWER\)](#)

Explanation/Reference: Sales Teams and Marketing user permission do not need to be used for Territorymanagement.

NEW QUESTION: 155

Universal container wants once a Stage of Opportunity is set to Analysis, in 2 days stage should be flagged as red and notification mail should be sent to CEO. What should be done?

- A. Create a formula field to stop editing after 2 days
- B. Create a workflow time trigger to send an email to CEO after 2 days
- C. Create a validation rule to stop editing stage after 2 days
- D. Create a Workflow Approval Process to mark stage red

Answer: B [\(LEAVE A REPLY\)](#)

NEW QUESTION: 156

File Attachment count towards complimentary data storage.

- A. False
- B. True

Answer: A [\(LEAVE A REPLY\)](#)

NEW QUESTION: 157

CORRECT TEXT

What are some common goals of localization?

Answer:

1. Regional administration
- 2.Local messaging
- 3.Customization based on particular characteristics of each region

NEW QUESTION: 158

Is it possible to incorporate web services API Calls into S Controls?

- A. True
- B. False

Answer: A [\(LEAVE A REPLY\)](#)

Section: Volume C

NEW QUESTION: 159

What are some ways to back up your data?

Choose 3 answers.

- A. Store your data locally
- B. Run Reports
- C. Data Loader (Export feature)
- D. Full data export or weekly data export

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 160

SIMULATION

Describe what Delegated Administrators CANT do

Answer:

See the solution below

Explanation/Reference:

1. Create new profiles
2. Add fields

NEW QUESTION: 161

What is DAAS?

- A. IDE/Code-share
- B. Force.com Metadata API
- C. Developer Service Training
- D. Development As A Service

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 162

Which is NOT a place where Sales force Community can be implemented?

- A. Customer Portal
- B. Inside the Sales force application
- C. Partner Portal
- D. Self-Service Portal

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 163

The Force.com Metadata API allows developers to....

- A. add data to their Sales force orgs
- B. create, update and delete custom objects and fields programmatically
- C. delete standard fields on customer objects programmatically

D. perform all the actions listed under Setup through a programmatic interface.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 164

Which tools provide SQL-like control in receiving data from Sales force?

Select all that apply:

A. Weekly export

B. Reports

C. Data leader

D. Excel Connector

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 165

Duplicate records are more commonly found when using a public sharing model?

A. True

B. False

Answer: B (LEAVE A REPLY)

Section: Volume A

Explanation/Reference: It is more common to have duplicate records using a private sharing model because users can't see records to know if they are already entered and enter them again without knowing they are duplicates.

NEW QUESTION: 166

Which is NOT an option for customizing Sales force Content?

A. Customer fields

B. Validation Rules

C. Workflow Rules

D. Workspace permissions

Answer: C (LEAVE A REPLY)

Section: Volume C

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NEW QUESTION: 167

What is the number one predictor of successful change management?

- A. Cleansed Data
- B. Correct License selection
- C. Executive Sponsorship
- D. Defined Sales Process

Answer: C ([LEAVE A REPLY](#))

Executive Sponsorship

NEW QUESTION: 168

Which should be used when coding Apex if the code is going to be reused by other developers?

- A. Classes
- B. Triggers
- C. Global Groups
- D. Managed Packages

Answer: A ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 169

What triggers the Big Deal alert?

Select all that apply:

- A. Probability Threshold
- B. Sales process stage
- C. Closing Date
- D. Opportunity Amount

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 170

What is the best way to transfer configurations from Sandbox to Production?

- A. Change Sets
- B. Data loader
- C. Import Wizard
- D. Metadata API

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 171

SIMULATION

What is the key phrase that executives use to ensure sales people adhere to using sales force?

Answer:

See the solution below

Explanation/Reference:

"If it's not in Sales force, it didn't happen."

NEW QUESTION: 172

You should rename records before merging.

A. True

B. False

Answer: ([SHOW ANSWER](#))

Section: Volume B

Explanation/Reference: It is helpful to rename because you can easily identify the winning record

NEW QUESTION: 173

Which process CANNOT be automated in Sales force by a system administrator?

A. Deleting: when any record needs to be removed from the system

B. Updating, when information needs to dynamically change

C. Routing: when someone needs to take ownership of an issue

D. Integrating: when information needs to be passed to a different system

Answer: D ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 174

What is a Data Set?

A. When information is available on your Sales force Server

B. Profile for Mobile Setup

C. Change Set

D. When information is available on your internal server

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 175

What are some differences between Visual Force and S-Controls?

Choose the best answer.

A. Complete control of UI

B. Complete control of UI, easy to create code, more manageable

C. Client side

D. All of the above.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 176

Universal Containers would like to build a recruiting application. They need to track open positions and the attributes of those positions as well as candidates applying for those

positions and the attributes of the candidate. What should an administrator do to track this information?

- A. Create a custom field for positions.
- B. Create a custom field for candidates.
- C. Create a custom object for positions and a custom object for candidates and relate the two objects.
- D. Create a custom field for positions with a custom field called recruiting.

Answer: [\(SHOW ANSWER\)](#)

Section: Volume C

NEW QUESTION: 177

Universal Containers wants all of its sales representatives to use a standard format in Microsoft Word for communicating price quote information to its customers.

- A. Create and upload a sample quote document to the Documents tab; point sales representatives to this document
- B. Create and upload a mail merge template to Sales force; training sales representatives how to leverage it via connect for outlook
- C. Create and upload an email template to Sales force; train sales representatives how to leverage it via Connect for Outlook.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 178

Personal tags can be viewed by Admins

- A. False
- B. True

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 179

You can specify the criteria for specific objects desired in the weekly data export function?

- A. True
- B. False

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference: You can select the objects and create subsets of data in the weekly export.

Topic 2, Volume B

NEW QUESTION: 180

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

- A. Opportunity Close Date Only
- B. Product Date Only

- C. Schedule Date Only
- D. Commit Date
- E. Opportunity Close Date, Product Date, Schedule Date

Answer: E ([LEAVE A REPLY](#))

Section: Volume D

NEW QUESTION: 181

An admin wants to extract and then delete tile attachments. What is the easiest method of extract file attachments?

- A. Weekly Data Export Service
- B. Web Service API " Get Attachments" method
- C. Data Loader Export features
- D. The App Exchange Attachment Manager application

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 182

To read or modify Sales force data, a web application requires which Sales force technology?

- A. Force.com data loader
- B. App Exchange
- C. Web Service API
- D. Visual force

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 183

Force.com is multi-tenant. What does this statement mean?

- A. Multiple resources can work on it at the same time.
- B. It can share hardware and other infrastructure.
- C. It can be deployed at multiple locations.
- D. There are multiple features to protect your data.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 184

What Objects can the Mass Delete Tool be used with?

Choose 3 answers.

- A. Leads
- B. Custom Objects
- C. Solutions
- D. Accounts

Answer: A,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 185

What are the two keys to setting up Territory Management?

Select all that apply:

- A. Marketing User permission enabled
- B. Advanced currency management
- C. Enable customizable forecasting
- D. Have an Active Sandbox

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 186

Universal Containers like to track Application Bugs within Sales force . The company needs to track the bug's severity, type, status and description. Bugs should be related to Cases, but owner will be different than the owner of the case. How can the Universal Containers administrator meet these requirements?

- A. Create a section on the case page layout
- B. Create a field on cases
- C. Create a custom object for bugs and relate it to cases

Answer: C ([LEAVE A REPLY](#))

Section: Volume D

NEW QUESTION: 187

Where within the user interface is the force.com IDE available for download?

- A. Setup > Develop >Tools
- B. Setup > Develop > Components
- C. Setup > Create > Packages
- D. Setup > Create > Apps

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 188

The Excel Connector a supported product?

- A. True
- B. False

Answer: (SHOW ANSWER)

The excel connector is not supported by SFDC

NEW QUESTION: 189

What type of information can be recorded in a debug log?

Select all that apply

- A. Database
- B. License
- C. Validation
- D. Data Storage
- E. Workflow

Answer: A,C,E (LEAVE A REPLY)

NEW QUESTION: 190

Which of the following are Hooks?

Choose 3 answers

- A. S-Controls
- B. In-line S-Controls
- C. Custom Links
- D. Web Tabs

Answer: B,C,D (LEAVE A REPLY)

Section: Volume C

NEW QUESTION: 191

What type of report drives the User Login dashboard component?

- A. Chatter adoption
- B. User profile report
- C. Admin Login report
- D. This component does not exist for security purposes

Answer: C (LEAVE A REPLY)

Section: Volume B

NEW QUESTION: 192

As an end user what are two things you can do in content?

- A. Read
- B. Post
- C. Edit
- D. Subscribe

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 193

An administrator would like to compare a field or expression to a list of static values. Which of the following functions should be used?

- A. TRIM
- B. ISNUMBER
- C. CONTAINS
- D. VALUE

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 194

Which component is part of the Force.com platform?

Choose 3 answers.

- A. Force.com IDE
- B. Workflow process
- C. Sandbox
- D. Metadata API

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 195

IMULATION

Define User Adoption

Answer:

See the solution below

Explanation/Reference:

User adoption means gaining the trust of users to use the system on a regular basis as intended.

Explanation/Reference:

They will feel that they want to use the system instead of being forced to use it.

NEW QUESTION: 196

Which is NOT a place where Sales force Community can be implemented?

- A. Partner Portal
- B. Customer Portal
- C. Self-Service Portal
- D. Inside the Sales force application

Answer: C ([LEAVE A REPLY](#))

Section: Volume C

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NEW QUESTION: 197

Is it possible to add actions to existing steps within an activated approval process?

- A. No
- B. Yes
- C. Only when it is a time-dependent action

Answer: B (LEAVE A REPLY)

Section: Volume C

NEW QUESTION: 198

Which statement is TRUE regarding the order by which Workflow Rules and actions are executed?

Choose 3 answers

- A. Unlike assignment rules, there is no set order in which workflow rules may be triggered
- B. A user cannot use the system log to track and troubleshoot the execution of workflow triggers.
- C. Workflow actions execute i n the following order: field update, task, emails, outbound messaging.
- D. Multiple workflow rules are executed upon save resulting in any combination of different actions

Answer: A,C,D (LEAVE A REPLY)

Section: Volume C

NEW QUESTION: 199

What is a Data Set?

- A. When information is available on your internal server
- B. Profile for Mobile Setup
- C. Change Set
- D. When information is available on your Sales force Server

Answer: B (LEAVE A REPLY)

NEW QUESTION: 200

What records can be cleaned and enriched using Data.com?

Select all that apply.

- A. Opportunities
- B. Campaigns
- C. Leads

- D. Accounts
- E. Contacts

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 201

How many levels deep can cross-object formulas go?

- A. 2
- B. 3
- C. 4
- D. 5
- E. None of the above

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference: Documentation shows 10 unique relationships, but study guide and some community answers show 5.

NEW QUESTION: 202

What happens when an administrator create a custom tab for a custom object?

Select all that apply

- A. New records of the custom object can be created from the sidebar.
- B. New records of the custom object can only be accessed from the related list on the parent record.
- C. A custom app containing the custom tab is automatically created.
- D. Users can search for records of the customer object.
- E. The custom object has a home page.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 203

An administrator wrote a field update action for a workflow rule on a field that is hidden via Field-Level Security, when the workflow rule triggers, what happens to the data in the hidden field?

- A. The field is updated, even though it is hidden
- B. The field will only update if the user has Modify All Data enabled in the profile.
- C. The field will fail to update and remain in its original state.
- D. The field will only update if the rule is triggered by a time-based trigger

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 204

What is the number one predictor of successful change management?

- A. Cleansed Data
- B. Correct License selection
- C. Executive Sponsorship

D. Defined Sales Process

Answer: C ([LEAVE A REPLY](#))

Section: Volume B

Explanation/Reference:

Executive Sponsorship

NEW QUESTION: 205

When would you use a web application or web control?

- A.** When you are integrating with an external system
- B.** When you have a master detail roll-up summary field
- C.** When you have highly customized UI or business logic functionality that cannot be accommodated by s-controls.
- D.** When you have a visual force page

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 206

All editions of sales force can use the data loader

- A.** True
- B.** False

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation/Reference: Only UE, EE and DE Orgs can use the data loader

NEW QUESTION: 207

What is Data Management?

- A.** Creating format consistency, removing bad data and consolidating resources.
- B.** Improving existing data by linking additional data services.
- C.** Identifying and merging duplicate records,
- D.** Systematic collection or organization and analysis of data

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 208

What is the fastest way to communicate new release information to your end users?

- A.** Admin preview document
- B.** Discover button in application
- C.** Feature detail pages
- D.** Detailed release notes

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 209

If you are granted access to a record through manual sharing or sharing rules, you can share the record to someone else

A. True

B. False

Answer: A (LEAVE A REPLY)

Explanation/Reference: But only if granted Full Access to the record.

NEW QUESTION: 210

How many levels deep can cross-object formulas go?

A. 2

B. 3

C. 4

D. 5

E. None of the above

Answer: D (LEAVE A REPLY)

Explanation/Reference:

Explanation/Reference: Documentation shows 10 unique relationships, but study guide and some community answers show 5.

NEW QUESTION: 211

What Objects can the Mass Delete Tool be used with?

Choose 3 answers.

A. Accounts

B. Solutions

C. Leads

D. Custom Objects

Answer: (SHOW ANSWER)

Section: Volume C

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NEW QUESTION: 212

How would an administrator ensure that users are not able to edit account records owned by other users?

- A. Set the organization wide default for accounts to Public Read/Write
- B. Remove edit access from the account object on the user profile.
- C. Set the organization wide default for accounts to Public Read Only.
- D. Override the Edit button on the account object with an Apex trigger to limit edit access to account owners only

Answer: C ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 213

Once activities are archived, where is the only place you can access them?

- A. Recycle Bin
- B. You can't access them
- C. Activity History- View AH
- D. Archiving of activities does not affect visibility
- E. Activity Reports

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 214

CORRECT TEXT

What is the key phrase that executives use to ensure sales people adhere to using sales force?

Answer:

"If it's not in Sales force, it didn't happen."

NEW QUESTION: 215

Ideas can be used in the self service portal.

- A. True
- B. False

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference: Only customer and partner portals can use ideas.

NEW QUESTION: 216

What are some recommended optional installs from the App Exchange for general implementations?

Select all that apply:

- A. Mass Delete
- B. User Adoption Dashboard
- C. All of the above
- D. Hotkeys

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 217

Communities are not supported by:

- A. Customer Portal
- B. Self service Portal
- C. Partner Portal
- D. Internal Sales force user

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 218

What is true about cross object formula fields?

(Select 2)

- A. Fields on Grand Parent can be referred
- B. Fields on Parent can be referred
- C. Fields on Parent can be referred only using lookup
- D. Fields on Grand Parent can only be referred using Master Details

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 219

CORRECT TEXT

When should you consider Opportunity Update Reminders?

Answer:

1. When on PE (no work flow) or it fits the criteria listed below:
- 2.Opportunity triggered on a SCHEDULED basis only (rather than event)
- 3.Limited number of fields in the alert
- 4.Inflexible formatting is okay
- 5.Specifically for opportunities

NEW QUESTION: 220

What is the difference between locking an Opportunity with an Approval Process and changing the record type to a page layout with all read-only fields?

- A. The edit button is disabled and a lock symbol appears on the record if it is submitted to the approval process.
- B. No one can edit the record type with the read only fields and anyone can edit a locked record.
- C. Once de
- D. When an Opportunity is locked, the submitter can edit it at any time to resubmit the record.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 221

Which permission must a user have to trace in real-time using the system log?

- A. "View All Data" permission
- B. "Manage Users" permission
- C. "Manage Call Center" permission
- D. "View Encrypted Data" permission

Answer: [\(SHOW ANSWER\)](#)

Section: Volume C

Explanation

NEW QUESTION: 222

When add Time Trigger button is disabled {OR When we cannot add Time Trigger in Workflow)? Choose

3

- A. When Workflow is Active
- B. When workflow is Inactive but there is pending action in Queue
- C. Every time Record is create d or updated
- D. When Workflow is Inactive

Answer: A,B,C [\(LEAVE A REPLY\)](#)

NEW QUESTION: 223

CORRECT TEXT

Why is the "My" versus "All" ' reporting critical to successful global adoption?

Answer:

To create as few reports as possible.

The "my" feature automatically limits reports to show each individual users' information.

This safes the effort of creating individual reports for each user, then further modified by localization, etc.

NEW QUESTION: 224

What is an example of Web-to-X usage?

- A. You can update your Company's website from Sales force
- B. You can schedule data updates from your website to Sales force.
- C. Candidates apply to a position directly on a website and their information is stored in Sales force.

Answer: C [\(LEAVE A REPLY\)](#)

NEW QUESTION: 225

How many days of setup audit history can you download?

- A. You can't download this information due to security
- B. 180
- C. 7
- D. 365

E. 30

F. 90

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 226

An Administrator would like to find out if a former employee has misused company data in Sales force prior to leaving the company. Which method should be used to verify the employee's activity in Sales force?

A. Setup audit trail

B. Log analysis

C. Download full login history

D. Create a customer report for users.

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 227

SIMULATION

How can you take away a user's ability to run reports while allowing them to view dashboards?

Answer:

See the solution below

Explanation/Reference:

Remove the "Run Reports" and "Create and Customize Reports" profile permissions. This will still allow the user to view dashboards.

NEW QUESTION: 228

Why might it be necessary to override buttons that you remove from the page layout?

A. To preserve screen real estate

B. Buttons can't be removed

C. To prevent users from using hot keys or keyboard shortcuts to access the function of the button

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 229

What are some drawbacks to S-Controls?

Choose 3 answers.

- A. Not always cross-browser compatible
- B. Creating new ones is no longer supported by SFDC
- C. S-Controls can slow down the UI (User Interface)
- D. S-Controls are server side code and much faster than APEX code.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 230

SIMULATION

What skill set is required to work with outbound messages?

Answer:

See the solution below

Explanation/Reference:

Programmatic skill set working with programming languages such as C# or Java are similar.

NEW QUESTION: 231

When should you use APEX to solve a business problem?

Choose 2 answers.

- A. When processing multiple records at a time
- B. When attaching business logic to a web event
- C. When processing one record at a time
- D. When attaching business logic to a data event

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 232

What are the benefits of Apex versus other applications?

Select all that apply:

- A. Runs Natively on SFDC servers
- B. Faster than non-server code
- C. Supported by SFDC

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 233

The customer support manager needs to create and edit users that are in a subordinate role. One way to accomplish this is by...

- A. giving delegated administrative rights to the customer support manager
- B. placing the customer support manager in a super user position

C. creating a sharing rule whereby the customer support manager has edit access to all user records

D. granting login access to the customer support manager

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 234

How many characters can a formula field contain?

Select all that apply:

A. 200

B. 500

C. 1000

D. 3900

Answer: ([SHOW ANSWER](#))

Explanation/Reference: To optimize, use CONTAINS first, then CASE, then IF.

NEW QUESTION: 235

SIMULATION

Describe data "scrubbing"

Answer:

See the solution below

Explanation/Reference:

Scrubbing is a process used to help identify dirty data.

Explanation/Reference:

The process removes formatting (like in a phone number) to line up data to check for duplicates or bad data.

NEW QUESTION: 236

Universal container wants once a Stage of Opportunity is set to Analysis, in 2 days stage should be flagged as red and notification mail should be sent to CEO. What should be done?

A. Create a validation rule to stop editing stage after 2 days

B. Create a Workflow Approval Process to mark stage red

C. Create a workflow time trigger to send an email to CEO after 2 days

D. Create a formula field to stop editing after 2 days

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 237

Which of the following are true for Territory Management?

A. The ability to use account criteria to expand a private sharing model.

B. Territory is collection of accounts and contacts.

C. There can be only one forecast one user which is independent from territory.

D. A territory is a collection of accounts and users where the users have at least read access to the accounts

E. Territory Hierarchy is same as Role Hierarchy.

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 238

A Sales force object can exist independent of an application.

A. True

B. False

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation/Reference: You do not have to create a custom tab or assign a custom object to an application.

NEW QUESTION: 239

What metadata components cannot be deployed to another organization using change sets?

Select all that apply

A. Role hierarchy

B. Custom fields

C. Page layouts

D. Approval processes

E. Assignment rules

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 240

File attachments count towards the overall data storage limit.

A. True

B. False

Answer: ([SHOW ANSWER](#))

Section: Volume A

Explanation/Reference: File attachments count towards file storage, not data storage. The storage limit is 1GB minimum for data and 11GB minimum for file storage for all editions.

NEW QUESTION: 241

CORRECT TEXT

Name a examples of web applications or web controls:

Answer:

X-to-Web Web-to-X

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NEW QUESTION: 242

The customer support manager needs to create and edit users that are in a subordinate role. One way to accomplish this is by...

- A. granting login access to the customer support manager
- B. placing the customer support manager in a super user position
- C. giving delegated administrative rights to the customer support manager
- D. creating a sharing rule whereby the customer support manager has edit access to all user records

Answer: C (LEAVE A REPLY)

Section: Volume C

NEW QUESTION: 243

An Administrator would like to find out if a former employee has misused company data in Sales force prior to leaving the company. Which method should be used to verify the employee's activity in Sales force?

- A. Create a customer report for users.
- B. Log analysis
- C. Download full login history
- D. Setup audit trail

Answer: B (LEAVE A REPLY)

NEW QUESTION: 244

Is it possible to modify apps downloaded from the App Exchange?

- A. Yes. only if they are a managed package.
- B. Yes. only if they are not a managed package.
- C. No

Answer: (SHOW ANSWER)

Section: Volume C

NEW QUESTION: 245

CORRECT TEXT

What are 2 the ways that Visual pages can be incorporated into the rest of your user interface?

Answer:

1. Tabs
2. Embedded into page layouts

NEW QUESTION: 246

The Data loader can be used to assign record ownership to inactive users.

- A.** True
- B.** False

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation/Reference: The data loader can only be used to assign records to active users.

NEW QUESTION: 247

If a new validation rule is created and there is data already stored that violates the rule, when will Sales force catch the problem?

- A.** Immediately
- B.** When the record is first viewed
- C.** When the record is edited
- D.** When the record is edited, then saved
- E.** The record is not affected because it was created before the creation of the validation rule.

Answer: D ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

When the record is edited, then saved.

Validation rules are enforced when a record is in edit mode, but the validation rules don't fire until the record is finally saved by the end user.

NEW QUESTION: 248

Which of the following use cases for custom buttons?

Choose 3 answers.

- A.** Perform an action against a list of records
- B.** Automate processes
- C.** Pre- populate data
- D.** Perform a calculation on a report

Answer: A,B,C ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 249

What are the symptoms of a sharing model that is too private?

Select all that apply.

- A. Lots of duplicate records.
- B. Users always have to manually share records.
- C. There are a large number of sharing rules in the organization
- D. Administrators have a lot of requests for more record access E) Only A, C, and D

Answer: A,B,C ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 250

When is it appropriate to use packaging vs the metadata API?

- A. If you have made changes to an apex change App
- B. When moving an entire app from one environment to another
- C. If you share an app in a more casual setting

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 251

What is an S-Control?

- A. A custom web page not hosted by SFDC
- B. None of the above
- C. A custom field that has dependent states
- D. Another name for a roll up summary

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 252

How many days of Setup Audit History can be downloaded?

- A. 30
- B. 90
- C. 60
- D. 180

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 253

How does an administrator create an opportunity business process that by passes a sales representative's immediate manager and goes directly to the CEO for approval when a deal is worth more than 1 Million dollars?

- A. Create a workflow rule with a field update that sets the sales representative's immediate manager to be the CEO if the deal is larger than 1 million dollars.
- B. Create an approval process that skips to the CEO approval step if the deal is > \$1 million C)

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 254

Which of the following are true for Territory Management?

- A. Territory Hierarchy is same as Role Hierarchy.
- B. Territory is collection of accounts and contacts.
- C. A territory is a collection of accounts and users where the users have at least read access to the accounts
- D. There can be only one forecast one user which is independent from territory.
- E. The ability to use account criteria to expand a private sharing model.

Answer: C,E ([LEAVE A REPLY](#))

NEW QUESTION: 255

If a primary object on a custom report type is a custom object, what happens if the custom object is deleted?

- A. The custom report type will be deleted.
- B. The custom report type will not be deleted.
- C. The custom report type and any reports created from it will be automatically deleted.
- D. The custom report type will be deleted but any reports created from it will remain available.

Answer: ([SHOW ANSWER](#)**)**

Section: Volume C

NEW QUESTION: 256

Where can you find the Forcc.com IDE tool?

- A. Setup| Create | Packages
- B. Setup |Develop | Tools
- C. Setup Develop | API
- D. Setup| Create | Apps

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 257

Which tools can be use to reduce the number of existing duplicate records?

- A. Dashboard Pack

- B. Merge Wizard
- C. App Exchange solutions
- D. Apex Trigger

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 258

Which technology is useful for Visual force controller developers to have experience with?
choose2

- A. HTML
- B. Java Script
- C. Java Server Pages
- D. Java

Answer: A,D [\(LEAVE A REPLY\)](#)

NEW QUESTION: 259

Which technology is useful for Visual force controller developers to have experience with?
choose2

- A. Java Script
- B. Java
- C. HTML
- D. Java Server Pages

Answer: B,C [\(LEAVE A REPLY\)](#)

NEW QUESTION: 260

What happens to the non-surviving records after a merge?

- A. Records are permanently deleted
- B. Records are stored in a temporary custom object
- C. Records are sent to the Recycle Bin
- D. Records remain on the winning account record but removed from view

Answer: C [\(LEAVE A REPLY\)](#)

Section: Volume B

NEW QUESTION: 261

Which action is possible with Connect for Lotus Notes and Sales force for Outlook?
Choose 3 Answers

- A. Synchronize calendar appointments to Sales force
- B. Upload email attachments to Sales force
- C. Create accounts in Sales force
- D. Synchronize contacts and tasks to Sales force

Answer: A,B,D [\(LEAVE A REPLY\)](#)

NEW QUESTION: 262

What are some metadata attributes that are provided by the Force.com Explorer regarding fields?

Whether a field is (Select all that apply):

- A. Creatable
- B. Updatable
- C. Nullable
- D. Readable
- E. Delete-able

Answer: A,B,C ([LEAVE A REPLY](#))

Section: Volume B

NEW QUESTION: 263

How often can weekly data export requests be made?

- A. Every 4 days
- B. Every 5 days
- C. Every 6 days
- D. Every 7 days

Answer: C ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference: Requests can be made every 6 days.

NEW QUESTION: 264

What is the maximum number of users that can be tracked in the persistent debug log?

- A. 5
- B. 10
- C. 15
- D. 20

Answer: D ([LEAVE A REPLY](#))

Section: Volume B

Explanation/references: Debug log is an organization-wide persistent log. It can store debug log for transactions performed by specific users.

Logs for up to 20 users can be persisted.

Debug Log is available via the Monitoring menu.

NEW QUESTION: 265

What is true about Idea Comments?

- A. They are used to vote for new functionality
- B. Admin can get emails based on Comments
- C. They are used for points

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 266

You can use the Data Loader to extract attachments.

- A. True
- B. False

Answer: (SHOW ANSWER)

Explanation/Reference: The data loader can only be used to delete documents, not extract or export

NEW QUESTION: 267

Where is additional information about the Excel-Connector available?

- A. Help & Training
- B. <https://www.salesforce.com/developer>
- C. Ideas Exchange
- D. <https://www.apexdevnet.com>

Answer: D (LEAVE A REPLY)

NEW QUESTION: 268

Where could a user go to find information on upcoming Sales force product releases?

Choose 3 answer

- A. App Exchange
- B. Sales force Ideas
- C. CRM Community
- D. www.salesforce.com

Answer: B,C,D (LEAVE A REPLY)

Section: Volume C

Explanation

NEW QUESTION: 269

When wouldn't you use APEX?

Choose 2

- A. Adding Visual Elements to the UI (Visual Force)
- B. Add Business Logic that only applies when accessing data through the UI
- C. Integrating a third party system that does not support web services
- D. Add functionality to an s-Control or Composite Application to process one record at a time

Answer: A,B (LEAVE A REPLY)

Section: Volume C

NEW QUESTION: 270

Which statement is FALSE regarding Visual force?

- A. Developers can create user interfaces for multiple devices
- B. Visual force pages experience the same performance as standard Sales force pages.
- C. It is only available in Developer, Enterprise, and Unlimited Editions
- D. It helps to complete the model-view-controller pattern for force.com

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 271

The Add Time Trigger button is unavailable if which of the following are true?

Choose 3 answers

- A. The rule is activated.
- B. The rule criteria is set to " Every time a record is created or edited"
- C. The rule is deactivated, but has pending actions in the workflow queue
- D. A user defines the time triggers using days or hours as the unit of time

Answer: A,B,C ([LEAVE A REPLY](#))

Section: Volume C

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NEW QUESTION: 272

All of the following tools assist in auditing EXCEPT:

- A. Reports
- B. Field History
- C. Setup Audit Trail
- D. Page Layout
- E. Dream factory Snapshot

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Page Layout has nothing to do with auditing. However, you can place some history related list on a page layout to display the historical information.

NEW QUESTION: 273

Assuming that the training sandbox will contain approximately 50M B of production data and be refreshed after every training session, which type of sandbox can be used to train users on new functionality that has recently been deployed to production.

- A. Full Sandbox
- B. Configuration-only
- C. Developer Sandbox

Answer: B ([LEAVE A REPLY](#))

Section: Volume D

Explanation/Reference:

NEW QUESTION: 274

What is Data Migration?

- A. Transferring data from one organization to another
- B. Transferring data from your company's website to your Sales force instance
- C. Transferring data from your Sales force instance to your company's website.

Answer: ([SHOW ANSWER](#)**)**

Section: Volume C

NEW QUESTION: 275

What are the two primary components of the Visual force framework?

Select all that apply:

- A. Components
- B. S-Controls
- C. Apex Pages
- D. Controllers
- E. Static Resources

Answer: A,D ([LEAVE A REPLY](#))

Section: Volume B

Explanation/Reference:

NEW QUESTION: 276

What feature is NOT customizable under the Setup/Develop menu?

- A. Pages
- B. Apex Classes
- C. Components
- D. Apps

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 277

The Force.com Web Service API can help an administrator manage data in a Sales force org by....

Choose 3 answers

- A. allowing the administrator to mass delete more than 250 records at a time
- B. allowing an administrator to perform mass updates to records to clean up duplicate data

- C. allows an administrator to mark certain records stored in Sales force
- D. giving the administrator a way to perform incremental backups of the data with the APIs data replication method

Answer: A,B,D ([LEAVE A REPLY](#))

NEW QUESTION: 278

SIMULATION

Is it possible to incorporate Web Services API calls into s-controls?

Answer:

See the solution below

Explanation/Reference:

Yes - you would do so by referencing the A.IAX toolkit.

NEW QUESTION: 279

What programming skill sets are required to implement Apex triggers?

Select all that apply:

- A. AJAX
- B. Object-oriented programmer
- C. HTML

Answer: B,C ([LEAVE A REPLY](#))

Section: Volume B

Explanation/references: A.IAX is required knowledge for SControls, not APEX.

NEW QUESTION: 280

When should you consider the System Debug Log?

Choose 3 answers.

- A. Escalation Rules
- B. Workflow Rules
- C. Assignment Rules
- D. Custom Formula Fields

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 281

CORRECT TEXT

List some of the most commonly used API calls.

Answer:

1. Query (Export)
- 2.Retrieve
- 3.Create (Insert)
- 4.Update
- 5.Upsert

6.Delete

7.Undelete

NEW QUESTION: 282

If you implement Territory Management, your role hierarchy will be copied to your Territory structure.

A. True

B. False

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 283

You can package standard objects.

A. True

B. False

Answer: B [\(LEAVE A REPLY\)](#)

Section: Volume A

Explanation/Reference:

NEW QUESTION: 284

What is Data Enrichment?

A. Systematic collection or organization and analysis of data

B. Improving Existing data by linking additional data services.

C. Creating format consistency, removing bad data and consolidating resources.

D. Identifying and merging duplicate records.

Answer: B [\(LEAVE A REPLY\)](#)

NEW QUESTION: 285

What is a benefit of web services?

A. 30+ operations or methods supported

B. Few Objects or Entities supported

C. WSDL

D. HTML based

Answer: A [\(LEAVE A REPLY\)](#)

Section: Volume C

NEW QUESTION: 286

An administrator has created a time-based workflow that escalates a Lead record 10 days after it has been created if no updates have occurred. What is the best way for the developer to test that the new time based workflow rule is functioning?

A. Create a new lead record: view the outbound messages queue

B. Setup the developer for time-based workflow queue; create a new lead record; view the time-based workflow queue

C. Create a new lead record; view the time

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 287

A Sales force object can exist independent of an application.

A. True

B. False

Answer: A ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference: You do not have to create a custom tab or assign a custom object to an application.

NEW QUESTION: 288

What is not possible using Declarative Programming language?

A. Create : Create a new Record

B. Update : Auto Update the fields in the Record with Dynamic Values

C. Integration : Send Message to external System

D. Delete ; Delete existing Record

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 289

The Force.com Metadata API allows developers to....

A. perform all the actions listed under Setup through a programmatic interface.

B. create, update and delete custom objects and fields programmatically

C. add data to their Sales force orgs

D. delete standard fields on customer objects programmatically

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 290

SIMULATION

What are the ways that Visual pages can be incorporated into the rest of your user interface?

Answer:

See the solution below

Explanation/Reference:

1. Tabs 2. Embedded into page layouts

NEW QUESTION: 291

How many letters do you have to enter for the auto-complete to work?

- A. 1
- B. 2
- C. 3
- D. 4

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference: Auto complete will begin to auto prompt on the first keystroke.

NEW QUESTION: 292

You can provision multiple Sandbox orgs.

- A. True
- B. False

Answer: A ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference: There are 3 different types of sandboxes:

- 1. Production
- 2. Configuration
- 3. Developer

NEW QUESTION: 293

What element would you use to set an opportunity name variable to "Product Promotion"?

- A. Record Update
- B. Decision
- C. Record Create
- D. Assignment

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 294

Where are Sales force's web services capabilities defined? (2 answers)

- A. Company Information
- B. WSDL
- C. Subscription Agreement
- D. API Documentation

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 295

What are some of the criteria you can use to identify duplicate records?

Select all that apply:

- A. Account Numbers
- B. Descriptions
- C. IDs
- D. Phone numbers
- E. SIC Codes
- F. Addresses
- G. Email Addresses

Answer: A,C,D,F,G ([LEAVE A REPLY](#))

Section: Volume B

Explanation/Reference: B - Descriptions can be anything and will not show unique records.
E-SIC codes can be applied to many records and do not identify unique records.

NEW QUESTION: 296

What is the one-stop-shop for information about a new release?

- A. Gartner News Source
- B. Forbes Innovation Magazine
- C. Salesforce.com community
- D. Partner Portal

Answer: C ([LEAVE A REPLY](#))

Section: Volume B

NEW QUESTION: 297

An administrator wrote a field update action for a workflow rule on a field that is hidden via Field-Level Security. When the workflow rule triggers, what happens to the data in the hidden field?

- A. The field will fail to update and remain in its original state.
- B. The field is updated, even though it is hidden.
- C. The field will only update if the rule was triggered by a time-based trigger.
- D. The field will only update if the user has "Modify All Data" enabled in the profile.

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation/Reference:

Workflow rules run whether or not the end user is able to see the field.

NEW QUESTION: 298

SIMULATION

What causes irreversible changes to data via UI?

Answer:

See the solution below

Explanation/Reference:

1. Changing field data type
2. Using the import wizard
3. Mass transfer
4. Mass delete
5. Mass reassign Account or Opportunity Teams
6. Mass update addresses

NEW QUESTION: 299

What is true about Custom Button? Choose 2

- A. It is displayed on left side of standard button
- B. It is displayed on top of page layout
- C. It is displayed on top and bottom of page layout
- D. It is displayed on right side of standard button

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 300

What is the minimum permission required for a user to be approver of any record?

- A. Modify All permission on profile
- B. Read only permission on Object
- C. View All permission on profile

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 301

CORRECT TEXT

How do the Excel connector and SFDC reports differ in their support for filter criteria?

Answer:

Excel Connector: Query is one object per query, using the API.

Reports: offer multiple objects, and/or criteria

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NEW QUESTION: 302

When would you use a web app or web controls?

- A. Highly customized UI or Business logic functionality that cannot be accommodated by S-Controls
- B. Highly customized UI or Business logic functionality that cannot be accommodated by custom summary fields
- C. Highly customized UI or Business logic functionality that cannot be accommodated by custom formula fields
- D. Highly customized UI or Business logic functionality that cannot be accommodated by Visual Force

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 303

A Sales force object can exist independent of an application.

- A. True
- B. False

Answer: A ([LEAVE A REPLY](#))

Section: Volume D

NEW QUESTION: 304

SIMULATION

Describe the difference between a lookup and a master-detail relationship?

Answer:

See the solution below

Explanation/Reference:

Lookup: Creates a relationship that links this object to another object. The relationship field allows users to click on a lookup icon to select a value from a popup list. The other object is the source of the values in the list Master-detail: Creates a special type of parent-child relationship between this object (the child, or "detail") and another object (the parent, or "master").

NEW QUESTION: 305

What is not possible using Declarative Programming language?

- A. Update : Auto Update the fields in the Record with Dynamic Values
- B. Delete ; Delete existing Record
- C. Create : Create a new Record
- D. Integration : Send Message to external System

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 306

When are Big Deal Alerts triggered?

- A. Upon the receipt of an opportunity update reminder
- B. Upon the Amount and Probability field thresholds being achieved
- C. Upon the close data of the opportunity
- D. Upon the time- based escalation of an opportunity approval process

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 307

What triggers the Big Deal alert?

Select all that apply: Choose 2

- A. Closing Date
- B. Opportunity Amount
- C. Sales process stage
- D. Probability Threshold

Answer: B [\(LEAVE A REPLY\)](#)

NEW QUESTION: 308

All editions of sales force can use the data loader

- A. True
- B. False

Answer: B [\(LEAVE A REPLY\)](#)

Section: Volume A

Explanation/Reference: Only UE, EE and DE Orgs can use the data loader

NEW QUESTION: 309

What permission do you need to run the System Debug Log?

- A. System Debug Log
- B. Modify All Data
- C. Manage Users
- D. View All Data

Answer: D [\(LEAVE A REPLY\)](#)

NEW QUESTION: 310

Programmatic features generally consist of hooks and targets. Which of the following are hooks?

Choose 2 answers

- A. Customer Link
- B. Customer Button
- C. Apex Trigger

D. Apex Class

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 311

What permission do you need to run the System Debug Log?

A. System Debug Log

B. Manage Users

C. Modify All Data

D. View All Data

Answer: ([SHOW ANSWER](#))

Section: Volume C

NEW QUESTION: 312

The Service Level and SLA Expiration Date are fields on an Account. An Administrator would like to display service level information from accounts on all cases related to those accounts. How can the administrator accomplish this?

A. Account fields cannot be displayed on a case; the administrator would need to run a report

B. Only by writing Apex code

C. By creating across object field update

D. By creating a cross object formula field

Answer: D ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 313

Which tools provide SQL-like control in receiving data from Sales force?

Select all that apply:

A. Reports

B. Data loader

C. Excel Connector

D. Weekly export

Answer: B,C ([LEAVE A REPLY](#))

Section: Volume B

NEW QUESTION: 314

Which statement is TRUE regarding sandbox?

Choose 2 answers

A. Data and configuration is automatically pushed from sandbox to production

B. When data is copied to a sandbox, the email addresses of contacts are automatically changed.

C. Data and configuration can be pushed from production to sandbox.

D. There are different types of sandboxes that administrators can access

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 315

Which is NOT a feature of Custom Report Types?

- A. The ability to change the label of a field as it displays on a report.
- B. The option to change the order of fields that display in the fields panel of the report builder.
- C. The ability to create a calculation across multiple records.
- D. The ability to add fields related via lookup

Answer: B (LEAVE A REPLY)

NEW QUESTION: 316

SIMULATION

What are the potential reasons why different people may have different numbers when they create and run reports?

Answer:

See the solution below

Explanation/Reference:

They used different criteria:

1. Time frames
2. My vs all ownership criteria
3. Advanced filters

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NEW QUESTION: 317

What is the fastest way to communicate new release information to your end users?

- A. Feature detail pages
- B. Detailed release notes
- C. Discover button in application
- D. Admin preview document

Answer: B (LEAVE A REPLY)

NEW QUESTION: 318

Which permission must a user have to trace in real-time using the system log?

- A. Manage Call Center" permission
- B. "View All Data" permission
- C. "Manage Users" permission
- D. "View Encrypted Data" permission

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 319

SIMULATION

List 6 pieces of functionality that Sales force recommends deploying when implementing localization.

Answer:

See the solution below

Explanation/Reference:

1. Advanced Currency Management
2. Regional Price Books
3. Delegated Administration
4. Custom Profiles
5. Translation Workbench
6. Regional Home Page Layouts

NEW QUESTION: 320

Why might it be necessary to override buttons that you remove from the page layout?

- A. To preserve screen real estate
- B. To prevent users from using hot keys or keyboard shortcuts to access the function of the button
- C. Buttons can't be removed

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 321

What can be customized in content?

Select all that apply:

- A. Content type
- B. Validation rules
- C. Page layouts
- D. Content Value

Answer: ([SHOW ANSWER](#))

Section: Volume B

NEW QUESTION: 322

The Excel Connector can retrieve data from multiple objects (e.g., Accounts, Contacts) in a single query.

A. True

B. False

Answer: B ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

Explanation/Reference: Only one object can be queried at a time.

NEW QUESTION: 323

What kind of content can be included in a Visual Force Page?

Choose 3 answers.

A. Flash. JAVA

B. Visual Force Tags. Force.com Merge tabs.

C. HTML

D. Personal Tags

Answer: (SHOW ANSWER)

NEW QUESTION: 324

_____ allow developers to completely replace the standard page layouts within the Sales force UI with completely custom pages.

A. HTML

B. Apex

C. S-Controls

D. Visual force Pages

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation/Reference:

Visual force pages can incorporate Apex for advanced business logic functionality.

NEW QUESTION: 325

SIMULATION

List some of the most commonly used API calls.

Answer:

See the solution below

Explanation/Reference:

1. Query (Export)

2. Retrieve

3. Create (Insert)

4. Update

5. Upsert

- 6. Delete
- 7. Undelete

NEW QUESTION: 326

What is the difference between locking an Opportunity with an Approval Process and changing the record type to a page layout with all read-only fields?

- A.** No one can edit the record type with the read only fields and anyone can edit a locked record.
- B.** Once denied the record will stay locked in the approval process.
- C.** The edit button is disabled and a lock symbol appears on the record if it is submitted to the approval process.
- D.** When an Opportunity is locked, the submitter can edit it at any time to resubmit the record.

Answer: ([SHOW ANSWER](#))

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