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- C. Page layouts
- D. Profiles
- E. Roles

Correct Answer: D

QUESTION 22

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

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

Correct Answer: B

QUESTION 23

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

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

Correct Answer: D

QUESTION 24

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

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

Correct Answer: AC

QUESTION 25

The system administrator needs to prevent telesales teams from logging into Salesforce outside of the office. How will he/she do this?

- A. There is no way to do this
- B. Setup | Security Controls | Network Access and specify the team's range of IP addresses
- C. Add the range of IP addresses to the team's profile(s)
- D. Contact salesforce.com as this feature must be enabled

Correct Answer: C

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QUESTION 26

Permission sets can replace the need for profiles.

- A. True
- B. False

Correct Answer: B

QUESTION 27

Only 1 permission set can be assigned to a user.

- A. True
- B. False

Correct Answer: B

QUESTION 28

Used to set the default levels of access for users to records they do not own.

- A. Organization Wide Defaults
- B. Roles Hierarchy
- C. Profiles
- D. Sharing Rules
- E. Manual Sharing

Correct Answer: A

QUESTION 29

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

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

Correct Answer: ADE

QUESTION 30

If there are any users in the organization that shouldn't have view access to Account records, the OWD for Accounts should be set to

- A. Public Read Only
- B. Public Read/Write/Transfer
- C. Private
- D. None of the above

Correct Answer: C

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QUESTION 31

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

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

Correct Answer: BCD

QUESTION 32

Criteria-based sharing rules allow administrators to share records based on field values rather than record ownership.

- A. True
- B. False

Correct Answer: A

QUESTION 33

Public groups can be used to simplify the creation of sharing rules for Administrators.

- A. True
- B. False

Correct Answer: A

QUESTION 34

Public groups can be any combination of other public groups, users, roles and _____.

- A. Profile
- B. Roles & subordinates
- C. Managers
- D. None of the above

Correct Answer: B

QUESTION 35

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

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

Correct Answer: D

QUESTION 36

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Manual sharing allows administrators to grant one-off access to individual records, users cannot grant this access even if they own the record.

- A. True
- B. False

Correct Answer: B

QUESTION 37

Who can manually share records?

- A. The record owner
- B. The record owner's manager
- C. The record owner's manager's manager
- D. The system administrator
- E. All of the above
- F. None of the above

Correct Answer: E

QUESTION 38

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

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

Correct Answer: E

QUESTION 39

The following can be done by a System Admin to a standard field.

- A. Change the field label
- B. Add help text
- C. Add/edit values of a picklist
- D. Delete the field
- E. All of the above
- F. None of the above

Correct Answer: ABC

QUESTION 40

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

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

Correct Answer: A

QUESTION 41

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

- A. True
- B. False

Correct Answer: A

QUESTION 42

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

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

Correct Answer: C

QUESTION 43

Lookup fields allow users to select a record from another object during data entry, creating a parent-child relationship.

- A. True
- B. False

Correct Answer: A

QUESTION 44

Which of the following are true about formula fields?

- A. They are read-only
- B. They will not display on record edit pages
- C. They will not display on record detail pages
- D. They are not searchable
- E. They will not display on reports

Correct Answer: ABD

QUESTION 45

A cross object formula references fields from parent objects.