A. True
B. False

**Correct Answer:** A


**QUESTION 46**
Page layouts are assigned to _____.

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

**Correct Answer:** B


**QUESTION 47**
Use _____ to filter or segment picklist values based on the user's profile.

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

**Correct Answer:** A


**QUESTION 48**
Which of the following objects support business processes?

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

**Correct Answer:** AB


**QUESTION 49**
When creating a sales process, the System Administrator will be modifying/filtering the values of the _____ field.

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

**Correct Answer:** B


**QUESTION 50**
The system administrator has been asked to create a way to track Shipments of products to

customers. Shipments should be closely tied to the Opportunity record and there may be more than one shipment record per Opportunity and the Opportunity should be required (i.e. Users cannot save a Shipment record without associating it to an Opportunity). The system administrator should create.

A. A cross object formula displaying Opportunity ID on the Shipment record
B. A Master - Detail relationship on the Shipment object to the Opportunity object
C. A lookup relationship on the Opportunity object to the Shipment object
D. A lookup relationship with a lookup filter from Opportunity to Shipment

**Correct Answer:** B


**QUESTION 51**
In order to create a many-to-many relationship between two objects, a junction object must be created. This junction object will have a Master-Detail relationship to both objects.

A. True
B. False

**Correct Answer:** A


**QUESTION 52**
To enable Field History Tracking for an object, the system administrator must also add the related list to the page layout.

A. True
B. False

**Correct Answer:** A


**QUESTION 53**
In order to update records using the Data Loader, what field must be present in the csv file?

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

**Correct Answer:** B


**QUESTION 54**
You will need a security token to access Salesforce via (choose all that apply)

A. Import Wizard
B. Data Loader
C. Salesforce for Outlook
D. All of the above

**Correct Answer:** BC

**QUESTION 55**
The Data Loader can de-duplicate records during import.

A. True
B. False

**Correct Answer:** B


**QUESTION 56**
In order to import Opportunity records into Salesforce, a system administrator may use the Import Wizard.

A. True
B. False

**Correct Answer:** B


**QUESTION 57**
What should a system administrator consider before importing a set of records into Salesforce.

A. The import file should include a record owner for each record
B. Validation rules are not triggered when importing data using the import wizard
C. Data should be de-duplicated in the import file prior to import
D. Currency field values will default to the personal currency of the record owner

**Correct Answer:** AC


**QUESTION 58**
Which of the following can be used to create a back up of data from Salesforce?

A. Weekly Data Export
B. Data Loader
C. Import Wizard
D. Reports
E. Dashboards

**Correct Answer:** ABD


**QUESTION 59**
Deleted records will be stored in the Recycle Bin for up to 15 days.

A. True
B. False

**Correct Answer:** A


**QUESTION 60**
Which report type provides a simple list of data with no subtotals?

A. Matrix
B. Summary
C. Tabular
D. Custom
E. Standard

**Correct Answer:** C


**QUESTION 61**
Use Custom Summary Formulas to create calculated summaries on numerical fields in
_____ and _____ reports.

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

**Correct Answer:** C


**QUESTION 62**
Which statement about custom summary formulas is true?

A. Reports can be grouped by a custom summary formula result
B. Custom summary formulas can reference a formula field within a report
C. Custom summary formulas can reference another custom summary formula
D. Custom summary formulas can be used in a report built from a custom report type

**Correct Answer:** BD


**QUESTION 63**
The following are true about scheduling and emailing reports.

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

**Correct Answer:** E


**QUESTION 64**
A Dashboard is a visual representation of data from multiple reports and (choose all that apply)

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

**Correct Answer:** ACDF

**QUESTION 65**
Users can post a static image of a component to the dashboard feed, a user feed or a group feed, this feature is called

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

**Correct Answer:** A

**QUESTION 66**
Dynamic Dashboards allow data to be displayed by the user viewing it, rather than by a specified running user - eliminating the need to create the same dashboard for multiple users.

A.  True
B.  False

**Correct Answer:** A

**QUESTION 67**
A Sales VP wishes to view Dashboard data by region within his territory - what feature will allow this?

A.  Dynamic Dashboards
B.  Dashboard Filters
C.  Dashboard Snapshots
D.  This is not possible

**Correct Answer:** B

**QUESTION 68**
The System Administrator has been asked to ensure an email goes out to Sales Ops when an opportunity is closed notifying them of the closed deal. What evaluation criteria will the system admin use for the workflow rule?

A.  When a record is created
B.  When a record is created or updated
C.  When a record is created/updated and didn't previously meet the trigger criteria
D.  None of the above

**Correct Answer:** C

**QUESTION 69**
The support team has asked the System Administrator to automate the notification of a customer's support plan ending - they would like for the Customer Support Rep to receive an