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- A. True
- B. False

Correct Answer: A

QUESTION 219

When are data Validation Rules enforced?

- A. Upon opening the record
- B. Upon closing the record
- C. Upon editing a field
- D. Upon saving a record

Correct Answer: D

QUESTION 220

System Administrators have this permission by default.

- A. None of these
- B. Report Wizard
- C. Report Builder
- D. Both Report Wizard and Report builder

Correct Answer: C

QUESTION 221

The Salesforce Console is an example of what?

- A. API
- B. Third Party Web integration/Application
- C. UI
- D. Java Script

Correct Answer: C

QUESTION 222

What is the click path to enable Enhance Profile Management?

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

Correct Answer: A

QUESTION 223

Custom formula fields can reference other custom formula fields including themselves.

- A. True
- B. False

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Correct Answer: B

QUESTION 224

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

- A. True
- B. False

Correct Answer: A

QUESTION 225

Which Salesforce editions provide option for customizing profiles?

- A. All Editions
- B. Unlimited, Developer and Enterprise Editions
- C. Professional, Unlimited, and Developer Editions
- D. Enterprise, Unlimited, and Developer Editions
- E. All except Group Edition
- F. All except Professional Edition

Correct Answer: BD

QUESTION 226

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

- A. 300
- B. 500
- C. 200
- D. 1,000

Correct Answer: C

QUESTION 227

Which is a capability of the new Service Cloud console?

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

Correct Answer: ABE

QUESTION 228

User A modifies a record. This modification triggers a workflow rule for immediate execution that includes a field update on the current record. After the execution is complete, what user will be listed under the Last Modified field of this record?

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- A. User A
- B. The designated workflow user
- C. The default workflow user
- D. The last user to modify the record prior to User A

Correct Answer: A

QUESTION 229

How does Locale settings affect your exported CSV file?

- A. It doesn't affect anything.
- B. It determines the delimiter.
- C. It determines the encoding.
- D. It determines the encryption.

Correct Answer: B

QUESTION 230

What are two sources from which cases can be created?

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

Correct Answer: CD

QUESTION 231

Which report format summarizes data in a grid against horizontal and vertical criteria and provides totals for both rows and columns?

- A. Summary
- B. Matrix
- C. Tabular

Correct Answer: B

QUESTION 232

Every profile, including profiles associated with Customer Portal users must have at least one visible app.

- A. True
- B. False

Correct Answer: B

QUESTION 233

Which statements are true about Cloud Scheduler?

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

Correct Answer: BCE

QUESTION 234

Clients do not have to enable Customizable forecasting before they can ask salesforce to activate Territory Management.

- A. True
- B. False

Correct Answer: B

QUESTION 235

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

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

Correct Answer: B

QUESTION 236

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

- A. True
- B. False

Correct Answer: B

QUESTION 237

This helps you manage the complete lifecycle of customer service, from logging cases to suggesting and delivering solutions across multiple channels, including Web self-service and live agent support:

- A. Ideas
- B. Community
- C. Sales Cloud
- D. Service Cloud2
- E. Sales Cloud2
- F. None of the Above

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Correct Answer: D

QUESTION 238

How many workflow rules can you create per entity?

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

Correct Answer: D

QUESTION 239

What is the default report format for new reports created in report builder?

- A. Summary
- B. Tabular
- C. Matrix

Correct Answer: B

QUESTION 240

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

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

Correct Answer: ACEF

QUESTION 241

Which of the following are standard Salesforce applications?

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

Correct Answer: AD

QUESTION 242

What can an administrator customize for the Service Cloud console?

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

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