A. S-controls are client-side code, so can slow-down the UI
B. Not always cross-browser compatible
C. SFDC does not support the code

**Correct Answer:** ABC


**QUESTION 111**
CORRECT TEXT
What are some examples of Web-to-X usage of SFDC?

**Correct Answer:**
1. A candidate entering application information on a website
2. A person responding to request for information after clicking on a web to lead form
3. A person submitting a help request on a web to case form


**QUESTION 112**
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

**Correct Answer:** ABC


**QUESTION 113**
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

**Correct Answer:** ACDFG
**Explanation:**
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.


**QUESTION 114**
CORRECT TEXT
What are some of the limitations of a Developer org?

**Correct Answer:**
20 MB of file and 20 MB of data 5000 API call/24 hours Partner & Customer Portal Mobile &
Platform Licenses

**QUESTION 115**
CORRECT TEXT
What are some of the parameters that should be taken into account when thinking of training?

**Correct Answer:**
1. WIIFM? "What's in it for me"
2. Ongoing Use the app
3. Ongoing training
4. Tracking training

**QUESTION 116**
CORRECT TEXT
What are some of the training options available to Sales force Administrators/implementors?

**Correct Answer:**
1. Standard web training
2. Custom training
3. Education Services
4. Certification

**QUESTION 117**
What are some recommended optional installs from the App Exchange for general implementations? Select all that apply.

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

**Correct Answer:** D

**QUESTION 118**
What are some tools for managing the Change Request process with SFDC? Select all that apply.

A.   Use the Service and Support app
B.   Have end users submit case
C.   Use the Solutions tab for FAQs
D.   Use the Self-Service Portal and Suggested Solutions
E.   Use the Metadata API for submitting cases from other applications
F.   Use reports and dashboards to monitor metrics
G.   Use Content to store related documents (change mgmt process, training of new processes/functionality/apps, etc), ongoing newsletter communications, Ideas
H.   All of the above

**Correct Answer:** H

**QUESTION 119**
CORRECT TEXT
What are some URI-s to stay current with what's happening with SFDC?

**Correct Answer:**
1. Trust, sales force.com
2. SFDC community
3. Idea Exchange
4. Release overview pages
5. Feature detail pages
6. Detailed release notes
7. Admin preview doc
8. Discover button in app
9. Official SFDC blog

**Correct Answer:**

**QUESTION 120**
CORRECT TEXT
What are the 4 common ways to export data from SFDC?

**Correct Answer:**
1. Reports
2. Weekly data exports
3. Data Loader/API Applications
4. Community Tools
(Excel connector. Outlook connector)

**QUESTION 121**
CORRECT TEXT
What are the4 steps in authenticating users when they log into Sales force?

**Correct Answer:**
1. If the user's login is from a browser that includes a Sales force cookie, the login is allowed. The browser will have the Sales force cookie if the user has previously used that browser to log in to Sales force, and has not cleared the browser cookies.
2. If the user's login is from an IP address in your organization's trusted IP address list, the login is allowed.
3. If the user's login is from neither a trusted IP address nor a browser with a Sales force cookie, the login is blocked.
4. Whenever a login is blocked or returns an API login fault, Sales force must verify the user's identity using a temporary verification code sent to the user's email account.

**QUESTION 122**
CORRECT TEXT
What are the 5 main places you can go to receive support for Apex?

**Correct 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

**QUESTION 123**
What arc 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

**Correct Answer:** ABC


**QUESTION 124**
CORRECT TEXT
What arc the benefits of using Visual force pages over S controls?

**Correct Answer:**
Flexibility - You have complete control over the UI
Reuse - Common UI elements can be referenced and reused so you don't start from scratch.
Logic Model - You can leverage the full power of Apex to create UI behaviors and replace only the parts you need for greater control.
Development model - code is easy to create and is easily managed.


**QUESTION 125**
CORRECT TEXT
What arc the potential reasons why different people may have different numbers when they create and run reports?

**Correct Answer:**
They used different criteria:
1. Time frames
2. My vs all ownership criteria
3. Advanced fillers


**QUESTION 126**
CORRECT TEXT
What are the recommended steps to protect Sales force users from security concerns such as phishing?

**Correct Answer:**
1. Educate your users
2. Identify your primary security contact
3. Secure employee systems (including staying current on latest browsers)
4. Implement IP restrictions
5. Strengthen password requirements
6. Require secure sessions
7. Decreased session timeouts
8. Consider 2factor authentication (RSA token plus user name/pass word), Contact SFDC for help


**QUESTION 127**
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
F. All of the above

**Correct Answer:** AD
**Explanation:**
Sales Teams and Marketing user permission do not need to be used for Territory management.

**QUESTION 128**
What are the three types of S-Controls?

A. HTML, Component, Controller
B. A J AX, Component, Controller
C. HTML, Snippet, URL
D. AJAX, Snippet, URL

**Correct Answer:** C

**QUESTION 129**
What arc the two keys to setting up Territory Management? Select all that apply.

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

**Correct Answer:** AC

**QUESTION 130**
What are the two major pieces to most s-controls?

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

**Correct Answer:** AC

**QUESTION 131**
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

**Correct Answer:** AD