email 30 days before the Support Plan Expires (Support Plan Expiration Date is on the Account record). What will the system administrator do?

A. Create a workflow rule with a time-based trigger to fire 30 days before the Support Plan Expiration Date and use an email action to notify the assigned Support Rep
B. Create a workflow rule with an immediate action to email the Support rep but with a due date of 30 days before the Support Expiration Date
C. Create an Apex trigger to fire 30 days before Support Plan Expiration Date and use an email action to notify the assigned Support Rep
D. This cannot be done

Correct Answer: A

QUESTION 70
The system administrator was testing workflow rules and needs to delete pending time-based workflow actions. How can he/she do this?

A. Delete the workflow rule
B. Deactivate the workflow rule
C. Delete the actions in the Time-based Workflow queue
D. Reset passwords for all users of the org
E. None of the above

Correct Answer: C
QUESTION 71
What feature would a system administrator implement to allow AW Computing's prospects/customers to complete a form on the corporate website and have that data automatically become a lead in Salesforce?

A. Auto Response Rules
B. Assignment Rules
C. Web-to-Lead
D. Escalation Rules

Correct Answer: C

QUESTION 72
When a Lead is converted, an Account, Contact and _____ record are created.

A. Lead
B. Case
C. Campaign
D. Opportunity

Correct Answer: D

QUESTION 73
Queues can be made up of the following

A. Users
B. Public Groups
C. Roles

D. Profiles
E. External Chatter Users

Correct Answer: ABC

QUESTION 74
Assignment rules allow Leads and Cases to be automatically assigned to users and queues based on criteria defined by the system administrator.

A. True
B. False

Correct Answer: A

QUESTION 75
The system administrator needs to ensure that all Leads coming from the website are assigned a website lead queue, that all Leads for a recent trade show are assigned to Matt Wilson and all other leads are assigned to Phil Smith. The system administrator will

A. Create 3 assignment rules
B. Create 1 assignment rule with multiple criteria entries
C. Create an assignment rule and 2 workflow rules
D. Use workflow rules to accomplish this

Correct Answer: B

QUESTION 76
Auto response rules can be used to send an automated yet tailored response to customers based on the information they provide via the Web-to-lead form.

A. True
B. False

Correct Answer: A

QUESTION 77
When Chatter is enabled in an org, the following happens (choose all that apply).

A. The Chatter app is added to the Force.com app menu
B. The Chatter tab is added to all standard apps
C. Accounts, Contacts, Cases, Leads and Opportunities are enabled for Chatter
D. All users are added to the All Chatter group
E. All of the above

Correct Answer: ABC

QUESTION 78
The Chatter Free license gives users the ability to access People, Profiles, Groups and Files as well as (choose all that apply)

A.   Make posts
B.   View comments
C.   Upload files
D.   Join groups
E.   View records

Correct Answer: ABCD

QUESTION 79
Chatter External license allow users outside the company to join public Chatter groups.

A.   True
B.   False

Correct Answer: B

QUESTION 80
Who can invite Chatter customers into a Chatter group?

A.   The system admin
B.   Group owner
C.   All Chatter users
D.   None of the above

Correct Answer: AB

QUESTION 81
Folders are used to organize the following (choose all that apply)

A.   Dashboards
B.   Reports
C.   Documents
D.   Email templates
E.   All of the above
F.   None of the above

Correct Answer: E

QUESTION 82
The _____ determines if a user can read, create and edit Contact records, the _____ determines if he can see/edit contact records owned by his subordinates.

A.   Role, Profile
B.   OWD, Sharing rules
C.   Sharing rules, Role Hierarchy
D.   Profile, Role

Correct Answer: D

QUESTION 83
The page layout allows users to see the Next Steps field on an Opportunity record, Field Level Security dictates that the field is hidden, how will the field appear to the user?

A. The field will be hidden from the user
B. The field will be read only
C. The field will be visible and editable to the user
D. None of the above

Correct Answer: A

QUESTION 84
Record types specify the following elements.

A. Picklist values
B. Page layouts
C. Business processes
D. All of the above
E. None of the above

Correct Answer: D

QUESTION 85
Which objects support business processes?

A. Opportunities
B. Leads
C. Campaigns
D. Accounts
E. Solutions
F. Cases
G. Contacts

Correct Answer: ABEF

QUESTION 86
Lead assignment rules assign leads to owners and queues based on the criteria the system admin specifies within the rule.

A. True
B. False

Correct Answer: A

QUESTION 87
Which of the following are actions triggered by workflow rules?

A. Email
B. Task

C. Field update
D. Record update
E. Record creation
F. Outbound message
G. Time trigger

Correct Answer: ABCF

QUESTION 88
Will two different users get the same search results on searching for a common keyword?

A. Yes
B. No

Correct Answer: B

QUESTION 89
If a lead is converted without a value in the company field, what happens?

A. A Business Account is created
B. A Person Account is created
C. You will be prompted to decide whether to create a Person or a Business Account
D. Nothing

Correct Answer: B

QUESTION 90
An Approval Process begins when a record is:

A. Created
B. Saved
C. Edited
D. Submitted for Approval

Correct Answer: D

QUESTION 91
Time based workflow can be triggered every time a record is created or edited

A. True
B. False

Correct Answer: B

QUESTION 92
When you add a custom object tab, all of the following will be accessible with the object EXCEPT

A. Recent Items
B. Sidebar Search
C. Added to New Link/Create New Object Drop Down
D. Custom Object Reports