

SalesForce ADM201 Exam

Volume A~J: 1013 Questions

Volume A

Question No: 1

Inline editing updates the field when

- A. The field is saved/updated
- B. When the record is saved/updated
- C. When the return key is pressed
- D. None of the above

Answer: B

Question No: 2

If a company opts to use Custom Fiscal Years, they cannot use the standard forecasting option.

- A. True
- B. False

Answer: A

Question No: 3

Which of the following are not standard objects?

- A. Opportunities
- B. Solutions
- C. Job Applicants
- D. Accounts
- E. Campaigns

Answer: C

SalesForce ADM201 Exam

Question No: 4

Which of the following are part of the Service Cloud offering?

- A. Opportunities
- B. Knowledge
- C. Entitlements
- D. Campaigns
- E. Quotes

Answer: B,C

Question No: 5

Locale settings control how users view date formats, time formats and number formats.

- A. True
- B. False

Answer: A

Question No: 6

If the company locale is set to US English, all users will have a default locale of US English and this cannot be changed.

- A. True
- B. False

Answer: B

Question No: 7

If your company's fiscal year follows the Gregorian calendar, you must use Custom Fiscal Years.

- A. True
- B. False

SalesForce ADM201 Exam

Answer: B

Question No: 8

In order to enable multi-currency feature in Salesforce, you must

- A. Contact Salesforce.com
- B. Check the Enable Multi-currency checkbox in your Chatter profile
- C. Operate your business in at least two different countries
- D. You cannot enable this feature once you've implemented Salesforce.

Answer: A

Question No: 9

Which feature effectively allows you to "lock" the converted amount on closed opportunities?

- A. Locale
- B. Company Profile
- C. Multi-currency
- D. Advanced Currency Management
- E. None of the above

Answer: D

Question No: 10

User interface settings are global settings and apply to all users of an org.

- A. True
- B. False

Answer: A

SalesForce ADM201 Exam

Question No: 11

Which of the following are true about List Views?

- A. Save list views for future use.
- B. Specify which groups of users have access to the list view.
- C. Print list views.
- D. Follow records and view related Chatter posts.
- E. Export List View data to Excel
- F. All of the above

Answer: A,B,C,D

Question No: 12

A _____ defines a collection of settings and permissions that determines what users can see in the user interface, and what they can do.

- A. Role
- B. Chatter feed
- C. Profile
- D. Company Profile

Answer: C

Question No: 13

Which of the following is not a standard Profile?

- A. System Administrator
- B. Read only
- C. Marketing Director
- D. Partner Portal User

SalesForce ADM201 Exam

E. Standard Administrator

Answer: C,D,E

Question No: 14

A user with a Chatter Free User profile has access to records in Salesforce such as Accounts and Contacts.

A. True

B. False

Answer: B

Question No: 15

Standard profile permissions cannot be edited.

A. True

B. False

Answer: A

Question No: 16

System administrators can modify tab settings for custom profiles (Default On, Default Off and Hidden).

A. True

B. False

Answer: A

Question No: 17

If a user leaves your company, the system administrator should do the following to prevent future access to the Salesforce org.

A. Delete their user record

B. De-activate their user record

SalesForce ADM201 Exam

- C. Delete any accounts or contacts owned by that user
- D. None of the above

Answer: B

Question No: 18

An active user record consumes a license.

- A. True
- B. False

Answer: A

Question No: 19

A system administrator can opt to lock users out of the Salesforce org if they exceed a certain number of failed login attempts.

- A. True
- B. False

Answer: A

Question No: 20

Where can a system administrator go if they are trying to determine why a user cannot log in to Salesforce? (Select all that apply)

- A. The Login History related list on the user's record
- B. The user's profile
- C. Manage Users | Login History
- D. Call salesforce.com Support

Answer: A,C

SalesForce ADM201 Exam

Question No: 21

What should a system administrator use to disable an application for a group of users?

- A. Sharing Rules
- B. Web tabs
- C. Page layouts
- D. Profiles
- E. Roles

Answer: D

Question No: 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

Answer: B

Question No: 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

SalesForce ADM201 Exam

E. None of the above

Answer: D

Question No: 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

Answer: A,C

Question No: 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 not 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

Answer: C

Question No: 26

Permission sets can replace the need for profiles.

- A. True
- B. False

Answer: B

SalesForce ADM201 Exam

Question No: 27

Only 1 permission set can be assigned to a user.

- A. True
- B. False

Answer: B

Question No: 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

Answer: A

Question No: 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

Answer: A,D,E

Question No: 30

SalesForce ADM201 Exam

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

Answer: C

Question No: 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

Answer: B,C,D

Question No: 32

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

- A. True
- B. False

Answer: A

Question No: 33