**A system administrator has unchecked the setting "Enable Content Pack Creation". What can users do with content packs? Choose 1.  
  
a. Modify existing content packs.  
b. Edit description and title of existing content packs  
c. All content Packs will be deleted.  
d. hindi ko alam**

b. Edit description and title of existing content packs

**4. What are common to forecasting? (collaborative and customization)  
  
a. Expected revenue  
b. quota  
c. forecast category  
d. ?**

b. quota  
c. forecast category

**6. What can an administrator do to enable customers to submit service request? Choose 2.  
  
a. Enter live chat agent on the company website  
b. Enable chatter answers  
c. Enable the service cloud console on the company website  
d. Enable case feed on the company website**

a. Enter live chat agent on the company website  
b. Enable chatter answers

**7. A system administrator needs to merge duplicate accounts with duplicate contacts, how can this can be accomplished?  
  
a. Merge accounts and select the option to merge duplicate contacts  
b. Merge duplicate accounts and then merge duplicate contacts  
c. Merge duplicate contacts and then duplicate accounts.  
d. Merge duplicate accounts and duplicate contacts will automatically be merged.**

b. Merge duplicate accounts and then merge duplicate contacts

**8. A Manager needs a report created based on the following requirements:  
All accounts with opportunities Closed-Won  
All accounts with Closed Cases  
What can you do as a system administrator?  
  
a. Create a joined report  
b. Create a custom report type  
c. Can't remember wrong option  
d. Can't remember wrong option**

a. Create a joined report

**14. How can a system administrator enrich data thru social?  
  
a. Use Facebook for educational background  
b. Use the Company's salesforce Facebook account  
c. Use LinkedIn to retrieve the current contact details of a customer  
d. Use twitter to follow a customer**

c. Use LinkedIn to retrieve the current contact details of a customer

**15. A lead needs to be assigned automatically to a rep, after 10 days and there is no action, the deal status should be set to Stalled after it has been approved by a Manager. Which automation processes can a system administrator use?  
  
a. Assignment rule  
b. Assignment rule, Approval Process, Workflow Rule  
c. Assignment Rule, Workflow Rule  
d. Assignment Rule, Auto-Response Rule, Workflow Rule**

b. Assignment rule, Approval Process, Workflow Rule

**16. What is true about Salesforce Communities? Choose 2  
  
a. Ideas tab is used by community users to submit, like and promote Ideas  
b. Communities can be used by internal salesforce users only  
c. Reputation level is the same across all communities.  
d. Q&A tab**

a. Ideas tab is used by community users to submit, like and promote Ideas  
d. Q&A tab

**20. Dylan has submitted a vacation request for approval by his manager. Palmers, Dylan's manager is not receiving any email alerts. What can you use in order to troubleshoot the issue? Choose 2.  
  
  
a. Email log  
b. Setup audit trail  
c. Debug Log  
d. Time-Based Workflow**

a. Email log  
c. Debug Log

**23. List the different prices available for a product. Choose 3  
  
  
a. Sales Price  
b. Product Price  
c. Discounted List Price  
d. List Price  
e. Standard Price**

a. Sales Price  
d. List Price  
e. Standard Price

**24. VP of Sales wants to automatically add the account name to the opportunity name once a record is saved. How can this be done?  
a.   
b. Enforce an opportunity naming guideline for Sales Reps  
c. Create a Workflow Rule with an immediate workflow trigger to update the opportunity name field on the account object**

c. Create a Workflow Rule with an immediate workflow trigger to update the opportunity name field on the account object

**28. Sales Manager wants Picklist field should always have a value.  
Validation Rule formula: (2 choices)  
  
  
a. TEXT(picklist\_\_c)= ""  
b. picklist\_\_c = ""  
c. ISBLANK(picklist\_\_c)  
d. ISPICKVAL(picklist\_\_c,"")**

a. TEXT(picklist\_\_c)= ""  
d. ISPICKVAL(picklist\_\_c,"")

**33. What are the deployment tools that you need to use to delete Metadata? Choose 2.  
  
A. Force.Com IDE  
B. Force.Com Migration Tool  
C. Change Set  
D. Data Loader  
E. Unmanaged Package**

A. Force.Com IDE  
B. Force.Com Migration Tool

**34. What tools you need to use to migrate Metadata to Two Different Production Org? Choose 3.  
A. Force.Com IDE  
B. Force.Com Migration Tool  
C. Change Set  
D. Data Loader  
E. Unmanaged Package**

A. Force.Com IDE  
B. Force.Com Migration Tool  
E. Unmanaged Package

**35. An End User requested for a Vacation Leave and subject for Approval by his Manager. End User complains that there's nothing happen once he click on Submit for Approval Button? Choose 1.  
  
A. Approval Process does not contain approval steps  
B. Check if the End User does have an Approval Manager  
C. Request contains no value  
D. Check System Log to troubleshoot the issue**

B. Check if the End User does have an Approval Manager

**When merging Accounts with associated contacts, opportunities,and cases what cred do you need?  
  
a. Del on Account, edit on contacts, opportunities and cases  
b. Edit on account, del on contacts, opportunities and cases.**

a. Del on Account, edit on contacts, opportunities and cases

**Sales user, Sys ad and Sales Director, needs to view a custom field on an object. How to achieve this?  
  
a. Field level security to read only on these profiles  
b. Create a custom profile  
c. Create a record type  
d. Field level security to view only on these profiles**

d. Field level security to view only on these profiles

**How to limit the availability of picklist values  
  
a. modify picklist values in record types  
b. different page layouts in record types**

a. modify picklist values in record types

**Create a validation rule wherein if an opportunity is greater than 500,000. the competitor is a custom picklist value, and cannot be blank. what are the components in the validation rule. choose 2.  
  
a. amount > 500,000 && isblank(Competitor\_\_c) ||  
b. amount > 500,000 && ispickval(competitor\_\_c)  
c. amount > 500,000 && text(Competitor\_\_c)=""  
d. amount > 500,000 && preval(Competitor\_\_c)  
e. amount > 500,000 && Competitor\_\_c=""**

b. amount > 500,000 && ispickval(competitor\_\_c)  
c. amount > 500,000 && text(Competitor\_\_c)=""

**Using a workflow rule, once an opportunity is closed, an email alert should be sent out. Sales manager reports that an email alert is not being sent out. What's the best tool to check the issue? Choose 2.  
a. email logs  
b. audit trail  
c. debug log  
d. workflow monitoring**

a. email logs  
c. debug log

**Contacts from an external source is not auto populating. What's the best tool to check the issue?  
  
a. integration logs  
b. audit trail  
c. debug log  
d. workflow monitoring**

a. integration logs

**What are the 3 capabilities of Live Agent on Service Cloud?  
  
A. Transfer chat  
B. Skill group  
C. Quick Text**

A. Transfer chat  
B. Skill group  
C. Quick Text

**What object permission should the administrator provide for users to find duplicates under the lead object?  
  
a. Read, Edit  
b. View All  
c. Merge  
d. Delete**

b. View All

**Create a report for accounts that do not have opportunities and cases  
  
a. joined reports  
b. report for accounts with cross filters that exclude opportunities and cases  
c. report for accounts with sub filters that exclude opportunities and cases  
d.**

b. report for accounts with cross filters that exclude opportunities and cases

**Using automation, how to check if there are open cases for account.  
  
a. use a formula field on account  
b. roll up summary on account, then create a validation rule.  
c. roll up summary on cases, then create a validation rule.  
d. use workflow rule**

a. use a formula field on account

**Formulate a process where if the case came from different region like EMEA, LATAM, APAC should be automatically assign to End Users, and status of the case should be 'Stalled' after 2 Days if End User didn't perform any action on the said case  
  
A. Assignment Rule, Approval Process, Workflow Rule, Validation Rule  
B. Assignment Rule, Workflow Rule  
C. Assignment Rule, Validation Rule, Workflow Rule  
D. Assignment Rule, Formula Update  
Suggested Answer: B**

B. Assignment Rule, Workflow Rule

**Every regions (APAC, LATAM, EMEA, AFRICA) has corresponding VP of Sales. Noah Larkin wants each VP receive a copy of dashboard every Monday morning.   
  
A. Create a separate Dashboard for each VP and schedule a refresh every Monday Morning  
B. Create a Visual Force with a filter for Dashboard to send an E-mail to VP of Sales each region and schedule a refresh every Monday Morning  
C. Create analytic snapshot with Filter and have the dashboard send to every VP of Sales for each region and schedule a refresh every Monday Morning  
D. Created One Dashboard with Filters for each VP and schedule a refresh every Monday Morning**

D. Created One Dashboard with Filters for each VP and schedule a refresh every Monday Morning

**What statements are true regarding Territory Management? Choose 2.  
  
A. Users in a territory can view, edit, transfer, and delete accounts assigned to the territory.  
B. Users in a territory can view, edit, transfer, and delete Opportunities assigned to the territory.  
C. Users in a territory can view all opportunities associated with accounts in the territory, regardless of who owns the opportunities.  
D. Users in a territory can view,edit and delete all opportunities associated with accounts in the territory, regardless of who owns the opportunities.  
E. Users in a territory can view,edit,transfer and delete all opportunities associated with accounts in the territory, regardless of who owns the opportunities.**

A. Users in a territory can view, edit, transfer, and delete accounts assigned to the territory.  
C. Users in a territory can view all opportunities associated with accounts in the territory, regardless of who owns the opportunities.

**Sales User said that he already submitted a Vacation request and it's pending for approval by the Manager. Manager on the other hand said that he didn't receive any E-mail regarding the request. How can you troubleshoot the issue? Choose 2.  
A. Check Debug Log   
B. Check Audit Trail  
C. Check System Log  
D. Check E-mail Log**

A. Check Debug Log   
D. Check E-mail Log

**A Us sales manager and 4 US Sales Users with different profile wants to view a specific account which is based in APAC. As an Administrator, how can you resolve this issue?  
  
A. Set the OWD Setting of the said object to Public Read Only  
B. Create a custom profile and add the Sales Manager and 4 User  
C. Create a Public Group and Create Sharing Rule   
D. Add them to the Account**

C. Create a Public Group and Create Sharing Rule

**The maximum number of files that can be included in a content pack is?  
  
  
A. 30  
B. 5  
C. 50   
D. 10**

C. 50

**What statement is true about Chatter Answer? Choose 2  
  
A. Chatter Answers replaces the legacy answers product for a new Salesforce Organizations  
B. Chatter Answers licenses are required for Salesforce Organizations and Communities.  
C. Users can access Chatter Answers from a Standard Q&A tab.  
D. Chatter Answers replaces Chatter in Communities that use support Cases.**

A. Chatter Answers replaces the legacy answers product for a new Salesforce Organizations  
C. Users can access Chatter Answers from a Standard Q&A tab.

**What is a capability of Salesforce Communities? Choose 2  
  
A. Visualforce or Force.com Sites must be used for an administrator to enable Communities.  
B. Community members can control what contact information is visible to external users.  
C. Communities can be customized by defining members, tabs, branding and email settings.  
D. Customer Portal users and Customer Community users can log into a community.**

C. Communities can be customized by defining members, tabs, branding and email settings.  
D. Customer Portal users and Customer Community users can log into a community.

**What can an administrator customize on the Price Books object? Choose 3  
  
A. Themes  
B. Record Types  
C. Validation Rule  
D. Fields  
E. Assignment rules**

B. Record Types  
C. Validation Rule  
D. Fields

**What is a feature of the improved setup user interface? Choose 2  
  
A. Administrators can enable or disable the new Setup user interface at any time.  
B. The Setup link appears as an option within the Force.com app menu.  
C. Personal settings are available through a link on a user's home tab.  
D. The setup menu items are organized into goal-based categories.**

A. Administrators can enable or disable the new Setup user interface at any time.  
D. The setup menu items are organized into goal-based categories.

**What is a feature of Salesforce knowledge? Choose 2  
  
A. The solution hierarchy dictates article visibility for community users.  
B. An article type layout can include the Assign to case owner button.  
C. Fields can be made required so users must enter values when creating articles.  
D. A link from one article to another still works of the article URL name changes.**

C. Fields can be made required so users must enter values when creating articles.  
D. A link from one article to another still works of the article URL name changes.

**What is a capability of Collaborative Forecast? Choose 2  
  
A. Create custom report types for Forecasting Quotas with related Forecasting Items.  
B. View Forecast and quota data based on quantity or revenue.  
C. View Forecast data for individual territories when using territory management.  
D. Adjust individual opportunity amounts from the Forecast Tab.**

A. Create custom report types for Forecasting Quotas with related Forecasting Items.  
B. View Forecast and quota data based on quantity or revenue.

**How can Salesforce Communities be used? Choose 2  
  
A. Partners can log into a Partner Portal to work with internal sales users.  
B. Customers can get answers to their product and support questions.  
C. Employees can connect with distributors, resellers, and suppliers.  
D. Customers can post on twitter and linked group feeds.**

B. Customers can get answers to their product and support questions.  
C. Employees can connect with distributors, resellers, and suppliers.

**What is a capability of Salesforce Ideas? Choose 2  
  
A. Assignment rules route ideas to the correct owner by zone.  
B. Ideas can be access in any Salesforce community.  
C. Employees use the Q&A tab to moderate ideas in a community.  
D. Reputation levels are calculated separately for each zone.**

B. Ideas can be access in any Salesforce community.  
D. Reputation levels are calculated separately for each zone.