

# Salesforce Administrator

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(s): B**

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

A. True

B. False

**Answer(s): A**

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3. Which of the following are not standard objects?

A. Opportunities

B. Solutions

C. Job Applicants

D. Accounts

E. Campaigns

**Answer(s): C**

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

A. Opportunities

B. Knowledge

C. Entitlements

D. Campaigns

E. Quotes

**Answer(s): B C**

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

A. True

B. False

**Answer(s): A**

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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(s): B**

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

A. True

B. False

**Answer(s): B**

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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(s): A**

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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(s): D**

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

A. True

B. False

**Answer(s): A**

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**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(s): A B C D**

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**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(s): C**

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**13.** Which of the following is not a standard Profile?

A. System Administrator

B. Read only

C. Marketing Director

D. Partner Portal User

E. Standard Administrator

**Answer(s): C D E**

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**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(s): B**

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**15.** Standard profile permissions cannot be edited.

A. True

B. False

**Answer(s): A**

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

A. True

B. False

**Answer(s): A**

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**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

C. Delete any accounts or contacts owned by that user

D. None of the above

**Answer(s): B**

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**18.** An active user record consumes a license.

A. True

B. False

**Answer(s): A**

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**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(s): A**

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**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(s):** A C

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