

Salesforce Certified 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

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

A. True

B. False

Answer(s): A

3. Which of the following are not standard objects?

A. Opportunities

B. Solutions

C. Job Applicants

D. Accounts

E. Campaigns

Answer(s): C

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

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

A. True

B. False

Answer(s): A

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

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

A. True

B. False

Answer(s): B

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

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

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

A. True

B. False

Answer(s): A

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

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

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

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

15. Standard profile permissions cannot be edited.

A. True

B. False

Answer(s): A

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

A. True

B. False

Answer(s): A

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

18. An active user record consumes a license.

A. True

B. False

Answer(s): A

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

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
