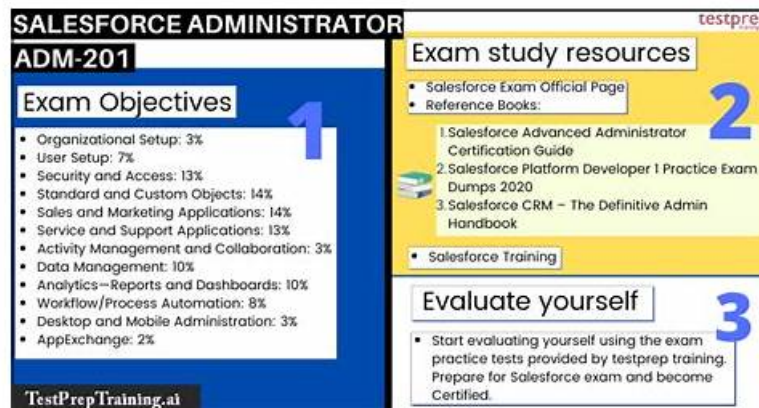


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Salesforce Certified Administrator Sample Questions (Q61-Q66):

NEW QUESTION # 61

Ursa Major Solar has the following environment and requirements:

- * Critical, high-priority accounts have an assigned District Manager, Sales Representative, Inside Sales Representative, and Customer Service Representative.
- * The Sales Manager wants to prevent these accounts from being inadvertently contacted more than once on the same day.
- * The Sales Manager wants to report on various customer interactions.

How should the administrator fulfill these requirements?

- A. Post customer interactions in Chatter on the account.
- B. Log a case on the account.
- **C. Log a separate task, call, or activity on the account.**
- D. Enter comments into the notes section on the account.

Answer: C

NEW QUESTION # 62

You are about to enter a new lead from a cold call into SFDC. What do you do first?

- **A. Search to determine if the company record already exists in Salesforce because you NEVER want to add duplicate data.**
- B. Import the lead into SFDC using your Outlook email account
- C. Start entering the new lead

Answer: A

NEW QUESTION # 63

Standard Fiscal Years are periods that follow Gregorian calendar, but can start on the first day of any month of the year.

- A. False
- **B. True**

Answer: B

Explanation:

Section: Volume B

NEW QUESTION # 64

After Spring & 11 upgrade the System Administrator noticed that he can no longer see the "Report Builder" permission on profiles. Which of the following explains the scenario?

- A. None of the above.
- **B. All profiles get access to the report builder by default.**
- C. Report Builder is no longer in use in Spring 11.
- D. Only Enterprise and Unlimited Edition organizations can use report builder.
- E. The old report wizard will be available only to users in Accessibility Mode.
- F. Only Group and Professional Edition organizations can use report builder.

Answer: B

NEW QUESTION # 65

Which of these has many-to-many relationship?

- A. Each solution is associated with one case, but a case can be associated with multiple solutions
- **B. Each solution can be associated with multiple cases and a case can be associated with multiple solutions**
- C. Each solution is associated with one case, one case associated with only one solution
- D. Each solution can be associated with multiple cases, but a case can be associated with only one case

Answer: B

Explanation:

Section: Volume I

