



# CRT-101<sup>Q&As</sup>

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#### QUESTION 1

Which permission allows a user to create a new solution?

- A. Edit
- B. Read
- C. Create
- D. Delete

Correct Answer: C

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#### QUESTION 2

What are the two main parts of WF?

- A. Actions and Time triggers
- B. Rules and Actions
- C. Email Alerts and Field updates
- D. Rules and Tasks

Correct Answer: B

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#### QUESTION 3

Which of these is NOT true: it is possible to import my existing contacts from Outlook by:

- A. Clicking "set-up" and using the import wizard
- B. Sending emails to myself
- C. Connecting SFDC with Outlook and submitting contacts and leads to SFDC directly from my email

Correct Answer: B

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#### QUESTION 4

The support team at Universal Containers wants to be more proactive about renewing support plans with customers. They would like the support representative dedicated to each account to be notified a month before the account's support plan expires.

What should an administrator configure to meet this requirement?

- A. Assignment rule



- B. Workflow rule
- C. Auto-response rule
- D. Escalation rule

Correct Answer: B

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#### QUESTION 5

Sales Managers want to capture an additional email address for Contact records. Which field property will ensure the proper format?

- A. Data Type
- B. Default Value
- C. Field-level Security
- D. Validation Rule

Correct Answer: A

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#### QUESTION 6

You can edit their user profiles and define Trusted IP ranges so that users don't have to activate new computers within this range but without blocking those that are not.

- A. True
- B. False

Correct Answer: B

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#### QUESTION 7

When you Delete a lead from a campaign, it deletes the lead record itself.

- A. True
- B. False

Correct Answer: B

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#### QUESTION 8

If your organization has territory management, account and opportunity list views can be restricted by (Select all that apply)



- A. My Territories
- B. My Territory Teams.
- C. My Accounts Territories

Correct Answer: AB

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#### QUESTION 9

What is the maximum of actions per time trigger you can have in a Workflow Rule?

- A. 50
- B. 20
- C. 40
- D. 80
- E. 33
- F. 10

Correct Answer: C

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#### QUESTION 10

Record types specify the following elements.

- A. Picklist values
- B. Page layouts
- C. Business processes
- D. All of the above
- E. None of the above

Correct Answer: D

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#### QUESTION 11

Which Type of Reports can't be used to create groups of data or charts?

- A. Tabular
- B. Summary
- C. Matrix



D. None of the Above

Correct Answer: A

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#### QUESTION 12

Auto response rules can be used to send an automated yet tailored response to customers based on the information they provide via the Web-to-lead form.

A. True

B. False

Correct Answer: A

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#### QUESTION 13

Multiple Approvers have received your request for approving a discount that was invoked by the approval process? Approver A rejects your request. Approver B accepts your request after Approver A rejects it. Is your request approved or denied. (Assume you need only one person to approve out of all the approvers)

A. Approved

B. Denied

C. Approval process is revoked

D. Approval changes to pending stage due to conflict within approvers

Correct Answer: B

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#### QUESTION 14

Which of the following statements are true concerning email activation? (Select one)

A. The email activation feature requires that the user click an activation link before logging onto a new computer.

B. The email activation feature cannot be disabled.

C. The email activation feature can be disabled by request to Salesforce.com support.

D. The email activation feature can be disabled through the UI.

Correct Answer: C

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#### QUESTION 15

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

Correct Answer: C

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