

## Question: 1

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: A, B, C, D**

## Question: 2

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: C**

## Question: 3

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: C, D, E**

## Question: 4

A user with a Chatter Free User profile has access to records in Salesforce such as Accounts and

Contacts.

- A. True
- B. False

**Answer: B**

### Question: 5

Standard profile permissions cannot be edited.

- A. True
- B. False

**Answer: A**

### Question: 6

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

- A. True
- B. False

**Answer: A**

### Question: 7

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: B**

### Question: 8

An active user record consumes a license.

- A. True
- B. False

**Answer: A**

### Question: 9

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: A**

### Question: 10

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: A, C**