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QUESTION 1

Which of the following is NOT part of the Force.com platform?

- A. App Exchange
- B. Sales force Ideas
- C. User Interface
- D. Global, trusted, secure infrastructure

Correct Answer: D

QUESTION 2

Describe some feedback mechanisms that can help drive "relentless incrementalism":

Correct Answer: Check the answer in explanation.

1.
Send out user surveys
 2.
Use blind surveys
 3.
Create a user group or committee
 4.
Tap into exec committees for recommendations
 5.
Use face-to-face interviews
 6.
Use Sales force (Ideas, Pollzter, Click Tools).
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QUESTION 3

What are the four pillars of Sales force Success?

- A. Apps. Force.com Platform, Community. App Exchange
- B. Apps, Force.com Platform. Community, Ideas



C. Force.com Platform, Community, Ideas, App Exchange

D. Apps, Community, App Exchange, Ideas

Correct Answer: A

QUESTION 4

Scrubbing Sales force data can remove formatting which makes it easier to....

Correct Answer: Check the answer in explanation.

Enrich dirty data Identify dirty data Remove dirty data Cleanse dirty data

QUESTION 5

Which of the following are other approaches to using the built in wizards for mass-deleting records?

Select all that apply:

A. Reports

B. Weekly Export

C. Data Loader

D. Excel Connector

Correct Answer: CD

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