



Salesforce

Exam Questions ADM-211

Administration Essentials for Experienced Admin

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NEW QUESTION 1

- (Topic 1)

The API fully respects the security and access protocols configured through Force.com builder.

- A. True
- B. False

Answer: A

NEW QUESTION 2

- (Topic 1)

Actions to existing steps can be added to an active approval process?

- A. True
- B. False

Answer: A

Explanation:

Explanation/Reference: Actions can be added to the existing steps of active approval processes False

NEW QUESTION 3

CORRECT TEXT - (Topic 1)

Explain the 4 primary steps in the typical de-dupe process

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Establish what qualifies as a duplicate.
- 2- Find a common identifier.
- 3- Determine which other fields and methods can be used to de-dupe.
- 4- Merge the losing records into the winning record.

NEW QUESTION 4

- (Topic 1)

If you implement Territory Management, your role hierarchy will be copied to your Territory structure.

- A. True
- B. False

Answer: B

NEW QUESTION 5

CORRECT TEXT - (Topic 1)

Describe Apex

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Apex is a procedural scripting language executed byfoix-e.com.
- 2- It uses a Java-like syntax, acts like database stored procedures.
- 3- It runs natively on sales force servers, more powerful and faster than non-server code.
- 4- It adds business logic to most system events - button clicks, related record updates, s- control displays, data loads

NEW QUESTION 6

- (Topic 1)

How many fields can you track per object using Field History Tracking?

- A. 5
- B. 20
- C. 50
- D. Unlimited
- E. None of the above

Answer: B

Explanation:

You can track up to 20 fields for Field Tracking History. Don't confuse this with Chatter feed notifications which can track more than 20 fields.

NEW QUESTION 7

- (Topic 1)

The system administrator profile can be modified to restrict permissions to view and modify data

- A. True
- B. False

Answer: B

Explanation:

System Administrator is a Standard profile and cannot be modified.

NEW QUESTION 8

CORRECT TEXT - (Topic 1)

Describe the use cases for Delegated Administration

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Create /edit users and reset passwords
Create default sales teams
Create personal groups for users
Assign users to specified profiles
Login as a user who has granted login access
Manage custom objects
They help to assign routine admin tasks to others
Take the weight off of other Application

NEW QUESTION 9

- (Topic 1)

Roll-up Summary Fields work with Opportunity Line Items to Opportunities?

- A. True
- B. False

Answer: A

Explanation:

Opportunity Line Items are in a master-detail relationship with Opportunities being the master and Opportunity line items being the child. Roll up summaries are available for the master records in a master-child relationship.

NEW QUESTION 10

CORRECT TEXT - (Topic 1)

Describe the differences between Case and an If function?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Case Checks a given expression against a series of values. If the expression is equal to a value, returns the corresponding result. If it is not equal to any values, it returns the else _result
IF Determines if expressions are true or false. Returns a given value if true and another value if false

NEW QUESTION 10

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

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, Pollster, Click Tools).

NEW QUESTION 13

CORRECT TEXT - (Topic 1)

How can you create a separate dashboard for each user and have it only visible to that user?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Clone the dashboard and put it in a separate folder that is only accessible to that user.

NEW QUESTION 14

- (Topic 1)

All applications downloaded from the App Exchange can be modified once loaded into an org.

- A. True
- B. False

Answer: B

Explanation:

Only unmanaged packages downloaded from the App Exchange can be modified. Managed packages are unable to be edited or customized.

NEW QUESTION 19

- (Topic 1)

You can specify the criteria for specific objects desired in the weekly data export function?

- A. True
- B. False

Answer: A

Explanation:

You can select the objects and create subsets of data in the weekly export.

NEW QUESTION 23

- (Topic 1)

An administrator wrote a field update action for a workflow rule on a field that is hidden via Field-Level Security. When the workflow rule triggers, what happens to the data in the hidden field?

- A. The field will fail to update and remain in its original state.
- B. The field is updated, even though it is hidden.
- C. The field will only update if the rule was triggered by a time-based trigger.
- D. The field will only update if the user has "Modify All Data" enabled in the profile.

Answer: B

Explanation:

Workflow rules run whether or not the end user is able to see the field.

NEW QUESTION 25

- (Topic 1)

You can log a case with Sales force to see if an employee exported data within a particular time frame.

- A. True
- B. False

Answer: A

Explanation:

This is called forensic investigation and can be requested via a case.

NEW QUESTION 30

CORRECT TEXT - (Topic 1)

Describe data "scrubbing":

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Scrubbing is a processed used to help identify dirty data. Explanation/Reference:
The process removes formatting (like in a phone number) to line up data to check for duplicates or bad data.

NEW QUESTION 32

- (Topic 1)

If you could only give one release document to your IT department, which would it be?

- A. Feature detail pages
- B. Detailed release notes
- C. Admin preview doc
- D. Release overview pages

Answer: B

NEW QUESTION 33

- (Topic 1)

You can package standard objects.

- A. True
- B. False

Answer: B

NEW QUESTION 34

- (Topic 1)

How many characters can a formula field contain? Select all that apply:

- A. 200
- B. 500
- C. 1000
- D. 3900

Answer: D

Explanation:

To optimize, use CONTAINS first, then CASE, then IF.

NEW QUESTION 39

- (Topic 1)

Validation rules are executed for fields that are stored in the object but not part of the displayed page layout.

- A. True
- B. False

Answer: A

Explanation:

Validation rules are executed for all fields on an object regardless of whether or not they are displayed on the page layout.

NEW QUESTION 42

- (Topic 1)

Delegated admins can login as their subordinates.

- A. True
- B. False

Answer: A

Explanation:

But only when they have been granted login access rights by those subordinates.

NEW QUESTION 44

- (Topic 1)

As an end user what are two things you can do in content?

- A. Read
- B. Edit
- C. Subscribe
- D. Post

Answer: AC

NEW QUESTION 47

- (Topic 1)

The Mass Delete tool can be used on any object

- A. True

B. False

Answer: B

Explanation:

The mass delete tool will only work with standard objects: Accounts, Leads, Activities, Contacts, Cases, Solutions and Products

NEW QUESTION 50

CORRECT TEXT - (Topic 1)

Describe the properties and considerations for Master Detail Relationship records/fields.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

The relationship field is required on all detail records.

Once the value of the relationship field has been saved, it cannot be changed.

The ownership and sharing of a detail record are determined by the master record. When a user deletes the master record, all detail records are deleted.

You can create rollup summary fields on the master record to summarize the detail records.

NEW QUESTION 53

- (Topic 1)

Choose the correct Answer

S-Controls are the (code that can execute) for various (objects that fire events)in the system, such as standard or custom buttons, custom links, inline s- controls, and web tabs.

- A. Hooks, Targets
- B. Targets, Hooks
- C. HTML, Snippets
- D. Snippets, HTML

Answer: B

NEW QUESTION 57

- (Topic 1)

All of the following tools assist in auditing EXCEPT:

- A. Reports
- B. Field History
- C. Setup Audit Trail
- D. Page Layout
- E. Dream factory Snapshot

Answer: D

Explanation:

Page Layout has nothing to do with auditing. However, you can place some history related list on a page layout to display the historical information.

NEW QUESTION 61

- (Topic 1)

If you are granted access to a record through manual sharing or sharing rules, you can share the record to someone else

- A. True
- B. False

Answer: A

Explanation:

But only if granted Full Access to the record.

NEW QUESTION 63

- (Topic 1)

Personal tags can be viewed by Admins

- A. True
- B. False

Answer: B

Explanation:

Although Admins can enable both public and private tags, Admins can only see public tags

NEW QUESTION 66

CORRECT TEXT - (Topic 1)

Name a examples of web applications or web controls:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

X-to-Web Web-to-X

NEW QUESTION 67

- (Topic 1)

A company called Universal Containers would like to track bugs within Sales force. The company needs to track the bug's severity and type as well as its status and description. Bugs should be related to Cases, but the bug's owner will be different than the owner of the case. How can the Universal Containers administrator meet these requirements?

- A. Create a section on the case page layout
- B. Create a field on cases
- C. Create a custom object for bugs and relate it to cases
- D. Create a relationship between the standard bug object and the standard case object

Answer: C

Explanation:

The relationship would be established using a look up to the cases object so that independent ownership can be established. It will also allow the related bugs to be visible as a related list on the cases screen.

NEW QUESTION 72

- (Topic 1)

All editions of sales force can use the data loader

- A. True
- B. False

Answer: B

Explanation:

Only UE, EE and DE Orgs can use the data loader

NEW QUESTION 77

CORRECT TEXT - (Topic 1)

Describe the some symptoms of a sharing model that is too private.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Lots of duplicate records
- 2- Users consistently have to manually share records
- 3- There are a large number of sharing rules
- 4- Admins have lots of requests for more record access

NEW QUESTION 81

- (Topic 1)

How many days of setup audit history can you download?

- A. 7
- B. 30
- C. 90
- D. 180
- E. 365
- F. You can't download this information due to security

Answer: D

NEW QUESTION 82

CORRECT TEXT - (Topic 1)

How would an administrator quickly check field accessibility?

- A. Mastered

B. Not Mastered

Answer: A

Explanation:

- 1- Field Accessibility Grid
- 2- View by: fields, profiles, record type

NEW QUESTION 84

CORRECT TEXT - (Topic 2)

What permissions are needed to install Forcc.com Connect for MS Office?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

On the profile:

- 1- Connect for Office: "On, updates w/o alerts" for all clients
- 2- Connect for MS Outlook: "On, updates w/o alerts"

NEW QUESTION 87

CORRECT TEXT - (Topic 2)

What causes irreversible changes to data via UI?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Changing field data type
- 2- Using the import wizard
- 3- Mass transfer
- 4- Mass delete
- 5- Mass reassign Account or Opportunity Teams
- 6- Mass update addresses

NEW QUESTION 88

- (Topic 2)

Where can you find the Forcc.com IDE tool?

- A. Setup | Create | Apps
- B. Setup | Create | Packages
- C. Setup | Develop | Tools
- D. Setup | Develop | API

Answer: C

NEW QUESTION 92

- (Topic 2)

You should back up your data before changing or deleting data

- A. True
- B. False

Answer: A

Explanation:

It is a best practice to backup your data so if there is an unexpected result, you can always roll back the changes.

NEW QUESTION 96

- (Topic 2)

What do `{!expressions}` refer to when used in Visual force components?

- A. Roll-Up summaries
- B. Factorial Equations
- C. Apex Classes
- D. Fields

Answer: D

NEW QUESTION 98

CORRECT TEXT - (Topic 2)

What are some examples of Web-to-X usage of SFDC?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- A candidate entering application information on a website
- 2- A person responding to request for information after clicking on a web to lead form
- 3- A person submitting a help request on a web to case form

NEW QUESTION 102

CORRECT TEXT - (Topic 2)

What are the 4 steps in authenticating users when they log into Sales force?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- If the user's login is from a browser that includes a Sales force cookie, the login is allowed. The browser will have the Sales force cookie if the user has previously used that browser to log in to Sales force, and has not cleared the browser cookies.
- 2- If the user's login is from an IP address in your organization's trusted IP address list, the login is allowed.
- 3- If the user's login is from neither a trusted IP address nor a browser with a Sales force cookie, the login is blocked.
- 4- Whenever a login is blocked or returns an API login fault, Sales force must verify the user's identity using a temporary verification code sent to the user's email account.

NEW QUESTION 106

- (Topic 2)

What are the three types of S-Controls?

- A. HTML, Component, Controller
- B. AJAX, Component, Controller
- C. HTML, Snippet, URL
- D. AJAX, Snippet, URL

Answer: C

NEW QUESTION 108

CORRECT TEXT - (Topic 2)

What can you do with Workflow? (assuming EE edition or higher)

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Alerting
- 2- Tasking
- 3- Routing/assigning/escalation
- 4- Updating
- 5- Integrating
- 6- Mass communication

NEW QUESTION 109

- (Topic 2)

What are the two major pieces to most s-controls?

- A. HTML (Visual Presentation)
- B. CSS Style Sheet
- C. Javascript (Function /Code)
- D. IFrame

Answer: AC

NEW QUESTION 114

- (Topic 2)

When is it appropriate to use packaging vs the metadata API?

- A. When moving an entire app from one environment to another
- B. If you have made changes to an apex change App
- C. If you share an app in a more casual setting

Answer:

ABC

NEW QUESTION 119

- (Topic 2)

Which App Exchange partners allows you to easily web-enable any object without needing to use the API to develop custom web integrations?

Select all that apply:

- A. Model Metrics wcb2anything
- B. Veer West form Assembly
- C. Click tools
- D. Vertical Response

Answer: ABC

NEW QUESTION 124

CORRECT TEXT - (Topic 2)

What is the reason you should do discovery in your data management process?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

You need to analyze the data to find out what information needs to be cleansed and how the data is to be structured. This helps to define the reports and dashboards that will support the business processes you seek to manage.

NEW QUESTION 128

- (Topic 2)

When does knowledge of Apex code become necessary to create a Visual Force page?

- A. When creating custom page layouts
- B. When creating a master roll-up summary
- C. When a custom controller is required
- D. It is always necessary to use Apex code with VF

Answer: C

NEW QUESTION 129

- (Topic 2)

Which are the four pillars of Sales force success? Select all that apply:

- A. Apps
- B. Forcc.com Platform
- C. Marketing Clout
- D. Community
- E. App exchange

Answer: ABDE

NEW QUESTION 130

- (Topic 2)

What are the types of items measured by the Sales force Labs Adoption Dashboards? Select all that apply:

- A. User logins
- B. Closed won opportunities
- C. Call activity
- D. Data quality

Answer: ACD

NEW QUESTION 133

CORRECT TEXT - (Topic 2)

What is the save order of processes?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- System validation rules
- 2- All Apex 'before' triggers.
- 3- Custom validation rules
- 4- All Apex 'after' triggers
- 5- Assignment rules (Leads and Cases only)

- 6- Auto-response rules (Leads and Cases only)
- 7- Workflow rules
- 8- Escalation rules (Cases only)
- 9- Parent Roll-up Summary Fields (which triggers all of the above on the parent object)

NEW QUESTION 135

CORRECT TEXT - (Topic 2)

What are the potential reasons why different people may have different numbers when they create and run reports?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

They used different criteria:

- 1- Time frames
- 2- My vs all ownership criteria
- 3- Advanced filters

NEW QUESTION 139

- (Topic 2)

Where do I add IP addresses to the trusted set?

- A. Setup | Administration Setup | Security Controls | Network Access
- B. Setup | Administration Setup | Company Information
- C. Setup | Administration Setup | Users | Profiles
- D. Setup | Company Information

Answer: A

NEW QUESTION 142

- (Topic 2)

What triggers the Big Deal alert?

Select all that apply:

- A. Opportunity Amount
- B. Closing Date
- C. Sales process stage
- D. Probability Threshold

Answer: AD

NEW QUESTION 145

- (Topic 2)

Which of the following are standard sales force applications? Select all that apply:

- A. Sales
- B. Call Center
- C. Marketing
- D. Social Media
- E. HR mgmt

Answer: ABC

NEW QUESTION 150

- (Topic 2)

What happens to the non-surviving records after a merge?

- A. Records are permanently deleted
- B. Records are stored in a temporary custom object
- C. Records are sent to the Recycle Bin
- D. Records remain on the winning account record but removed from view

Answer: C

NEW QUESTION 151

- (Topic 2)

What are the ways you can solve a time-based email alert? Select all that apply:

- A. Task
- B. Workflow
- C. Escalation
- D. Trigger

Answer: AC

NEW QUESTION 152

CORRECT TEXT - (Topic 2)

What are some common goals of localization?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Regional administration
- 2- Local messaging
- 3- Customization based on particular characteristics of each region

NEW QUESTION 153

- (Topic 2)

Which of the following will make it easier for users to reach merge tools?

- A. Build a custom bottom/link to the merge wizard
- B. Merge using the KxcelConnector
- C. Be granted delete rights to merge leads
- D. All of the above

Answer: D

NEW QUESTION 155

CORRECT TEXT - (Topic 2)

What is the key phrase that executives use to ensure sales people adhere to using sales force?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

"If it's not in Sales force, it didn't happen."

NEW QUESTION 160

CORRECT TEXT - (Topic 2)

When should you consider System Debug Log?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

(Requires View All Data profile permission)

- 1- To see behind-the-scenes details Of Apex
- 2- Validation rules
- 3- Workflow rules
- 4- Approval processes
- 5- Assignment rules
- 6- Auto-response rules
- 7- Escalation rules

NEW QUESTION 162

- (Topic 2)

Which are examples of dirty data?

- A. Duplicate Records
- B. Spelling/punctuation mistakes
- C. Incomplete records
- D. Free text spelling errors
- E. All of the above

Answer: E

NEW QUESTION 164

CORRECT TEXT - (Topic 2)

What are examples of content that can be included in a Visual force page?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- VF Tags
- 2- Force.com merge tags
- 3- HTML
- 4- Java
- 5- Flash
- 6- Any other code that can execute w/in a HTML page

NEW QUESTION 165

- (Topic 2)

What are some drawbacks to S-Controls? Select All that apply:

- A. S-controls are client-side code, so can slow-down the UI
- B. Not always cross-browser compatible
- C. SFDC does not support the code

Answer: ABC

NEW QUESTION 167

CORRECT TEXT - (Topic 2)

What are some of the parameters that should be taken into account when thinking of training?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- WIIFM? "What's in it for me"
- 2- Ongoing Use the app
- 3- Ongoing training
- 4- Tracking training

NEW QUESTION 169

CORRECT TEXT - (Topic 2)

What are some of the training options available to Sales force Administrators/ implementors?

- A. Standard web training
- B. Custom training
- C. Education Services
- D. Certification

Answer: A

NEW QUESTION 170

CORRECT TEXT - (Topic 2)

What are some of the limitations of a Developer org?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

20 MB of file and 20 MB of data 5000 API call/24 hours Partner & Customer Portal Mobile & Platform Licenses

NEW QUESTION 174

CORRECT TEXT - (Topic 2)

What are the benefits of using Visual force pages over S controls?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Flexibility-you have complete control over the UI
Reuse- Common UI elements can be referenced and reused so you don't start from scratch.
Logic Model - You can leverage the full power of Apex to create UI behaviors and replace only the parts you need for greater control.
Development model - code is easy to create and is easily managed.

NEW QUESTION 178

- (Topic 2)

What are some of the criteria you can use to identify duplicate records? Select all that apply:

- A. Account Numbers

- B. Descriptions
- C. IDs
- D. Phone numbers
- E. SIC Codes
- F. Addresses
- G. Email Addresses

Answer: ACDFG

Explanation:

B - Descriptions can be anything and will not show unique records.
E-SIC codes can be applied to many records and do not identify unique records.

NEW QUESTION 182

CORRECT TEXT - (Topic 2)
Where are custom buttons NOT available?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Web to Lead
- 2- Web to Case
- 3- User Object

NEW QUESTION 183

CORRECT TEXT - (Topic 2)
What does not cause irreversible changes?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Changes to the sharing model or sharing rules

NEW QUESTION 187

CORRECT TEXT - (Topic 2)
What may be the impact of selecting the "next value" in the pick list during a work flow field update?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

If you sort rallies alphabetically, the values above or below may be different for users in other languages and cause a different, undesirable result.

NEW QUESTION 189

CORRECT TEXT - (Topic 2)
What are some URI-s to stay current with what's happening with SFDC?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Trust, sales force.com
- 2- SFDC community
- 3- Idea Exchange
- 4- Release overview pages
- 5- Feature detail pages
- 6- Detailed release notes
- 7- Admin preview doc
- 8- Discover button in app
- 9- Official SFDC blog

NEW QUESTION 191

- (Topic 2)
What are the system prerequisites for Territory Management? Select all that apply:

- A. Customizable Forecasting Enabled

- B. Sales Teams Set up
- C. Marketing Users enabled
- D. Sandbox enabled E, None of the above
- E. All of the above

Answer: AD

Explanation:

Sales Teams and Marketing user permission do not need to be used for Territorymanagement.

NEW QUESTION 193

- (Topic 2)

What are some tools for managing the Change Request process with SFDC? Select all that apply:

- A. Use the Service and Support app
- B. Have end users submit case
- C. Use the Solutions tab for FAQs
- D. Use the Self-Service Portal and Suggested Solutions
- E. Use the Metadata API for submitting cases from other applications
- F. Use reports and dashboards to monitor metrics
- G. Use Content to store related documents (change mgmt process, training of new processes/functionality/apps, etc), ongoing newsletter communications, Ideas
- H. All of the above

Answer: H

NEW QUESTION 194

- (Topic 2)

When should you use Apex? Select all that apply:

- A. Adding visual elements to the UI
- B. Attaching business logic to a data event (insert, update, delete)
- C. Augment behavior that applies when accessing data through the UI
- D. Have logic that executes regardless of where the event originates (UI/S- Control/Web services API)
- E. Want to process multiple records at the same time
- F. Use classes when coding Apex that will be used by other developers.

Answer: BDEF

NEW QUESTION 197

- (Topic 2)

Which of the following is not a characteristic of web applications or web controls?

- A. Runs on a customer-hosted web server
- B. Runs on SFDC web server
- C. Has a custom VI (gcnrcallyASP.NET or JSP),
- D. Uses the Forcc.com API to read or modify SFDC data,
- E. Are generally used for highly customized UI or business logic functionality that cannot be accommodated bys-controls.

Answer: B

NEW QUESTION 201

- (Topic 2)

Which of the following are track able with the User Login Locations functionality? Select all that apply:

- A. Source IP address
- B. Originated from UI (not available in standard User report)
- C. Login Date
- D. Device Type
- E. Browser

Answer: ABC

NEW QUESTION 204

- (Topic 2)

What programming skill sets are required to implement Apex triggers? Select all that apply:

- A. AJAX
- B. Object-oriented programmer
- C. HTML

Answer: BC

Explanation:

A.IAX is required knowledge for SControls, not APEX.

NEW QUESTION 207

- (Topic 3)

When should you consider the System Debug Log? Choose 3 answers.

- A. Workflow Rules
- B. Custom Formula Fields
- C. Assignment Rules
- D. Escalation Rules

Answer: ACD

NEW QUESTION 209

- (Topic 3)

When should you use APEX to solve a business problem? Choose 2 answers.

- A. When attaching business logic to a web event
- B. When attaching business logic to a data event
- C. When processing one record at a time
- D. When processing multiple records at a time

Answer: BD

NEW QUESTION 213

- (Topic 3)

Adoption dashboards can display.

- A. only users logins and call activity
- B. only call activity and data quality
- C. only standard objects
- D. any reportable metric

Answer: D

NEW QUESTION 218

- (Topic 3)

Where could a user go to find information on upcoming Sales force product releases? Choose 3 answer

- A. App Exchange
- B. Sales force Ideas
- C. CRM Community
- D. www.salesforce.com

Answer: B

NEW QUESTION 222

- (Topic 3)

A company has set the organization wide defaults for all objects to private. Which profile setting would allow a user to access all of the accounts within the organization and ONLY the cases they own?

- A. Public for Accounts
- B. Modify All Data
- C. Read for Accounts
- D. View All for Accounts

Answer: D

NEW QUESTION 224

- (Topic 3)

How would an administrator ensure that users are not able to edit account records owned by other users?

- A. Set the organization wide default for accounts to Public Read/Write
- B. Remove edit access from the account object on the user profile.
- C. Set the organization wide default for accounts to Public Read Only.
- D. Override the Edit button on the account object with an Apex trigger to limit edit access to account owners only

Answer: C

NEW QUESTION 229

- (Topic 3)

Which of the following are Hooks?

Choose 3 answers

- A. S-Controls
- B. In-line S-Controls
- C. Custom Links
- D. Web Tabs

Answer: BCD

NEW QUESTION 232

- (Topic 3)

Is it possible to add actions to existing steps within an activated approval process?

- A. No
- B. Yes
- C. Only when it is a time-dependent action

Answer: B

NEW QUESTION 234

CORRECT TEXT - (Topic 3)

Why is the "My" versus "All" reporting critical to successful global adoption?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

To create as few reports as possible.

The "my" feature automatically limits reports to show each individual users' information. This saves the effort of creating individual reports for each user, then further modified by localization, etc.

NEW QUESTION 235

- (Topic 3)

What is Data Enrichment?

- A. Improving Existing data by linking additional data services.
- B. Systematic collection or organization and analysis of data
- C. Creating format consistency, removing bad data and consolidating resources.
- D. Identifying and merging duplicate records.

Answer: A

NEW QUESTION 240

- (Topic 3)

What are some symptoms of a sharing model that is too public? Choose 2 answers.

- A. Dirty Data
- B. Lots of Duplicate Records
- C. Data has been stolen
- D. There are a large number of sharing rules in the organization.

Answer: AC

NEW QUESTION 245

- (Topic 3)

Sales force Territory Management...

- A. Works in parallel with other sharing functionality.
- B. Is based on the characteristics of opportunity records.
- C. Can only be enabled if Customizable Forecasting is disabled.
- D. Does not work when the Organization Wide Default for Accounts is set to Private.

Answer: A

NEW QUESTION 250

- (Topic 3)

If a primary object on a custom report type is a custom object, what happens if the custom object is deleted?

- A. The custom report type will be deleted.
- B. The custom report type will not be deleted.
- C. The custom report type and any reports created from it will be automatically deleted.
- D. The custom report type will be deleted but any reports created from it will remain available.

Answer: C

NEW QUESTION 253

- (Topic 3)

An admin wants to extract and then delete tile attachments. What is the easiest method of extract file attachments?

- A. Data Loader Export features
- B. Weekly Data Export Service

- C. Web Service API " Get Attachments" method
- D. The App Exchange Attachment Manager application

Answer: B

NEW QUESTION 258

- (Topic 3)

An Administrator would like to find out if a former employee has misused company data in Sales force prior to leaving the company. Which method should be used to verify the employee's activity in Sales force?

- A. Log analysis
- B. Setup audit trail
- C. Download full login history
- D. Create a customer report for users.

Answer: A

NEW QUESTION 260

- (Topic 3)

What permission do you need to run the System Debug Log?

- A. System Debug Log
- B. Manage Users
- C. Modify All Data
- D. View All Data

Answer: D

NEW QUESTION 264

- (Topic 3)

What are some drawbacks to S-Controls?

Choose 3 answers.

- A. Creating new ones is no longer supported by SFDC
- B. S-Controls are server side code and much faster than APEX code.
- C. Not always cross-browser compatible
- D. S-Controls can slow down the UI (User Interface)

Answer: ACD

NEW QUESTION 267

- (Topic 3)

What should never be done when creating a profile with restricted login settings?

- A. Assign the administrator to this new profile.
- B. Use the Data Loader to update user records to this new profile.
- C. Use the Data Loader to update user records to their original profiles.
- D. Set the login hours of the new profile to prevent logins to the system.

Answer: A

NEW QUESTION 272

- (Topic 3)

Which technology is useful for Visual force controller developers to have experience with? choose 2

- A. Java
- B. HTML
- C. JavaScript
- D. Java Server Pages

Answer: AB

NEW QUESTION 273

- (Topic 3)

What are the four pillars of Sales force Success?

- A. App
- B. Force.com Platform, Community
- C. App Exchange
- D. Apps, Force.com Platform
- E. Community, Ideas
- F. Force.com Platform, Community, Ideas, App Exchange
- G. Apps, Community, App Exchange, Ideas

Answer: A

NEW QUESTION 276

- (Topic 3)

Which would you not find under Setup/ Develop?

- A. Apps
- B. Apex Classes
- C. API
- D. S-Controls

Answer: A

NEW QUESTION 277

- (Topic 3)

The customer support manager needs to create and edit users that are in a subordinate role. One way to accomplish this is by...

- A. granting login access to the customer support manager
- B. placing the customer support manager in a super user position
- C. giving delegated administrative rights to the customer support manager
- D. creating a sharing rule whereby the customer support manager has edit access to all user records

Answer: C

NEW QUESTION 280

- (Topic 3)

What cannot be customized in Content?

- A. Search Layouts
- B. Half-life
- C. Page Layout
- D. Communities

Answer: C

NEW QUESTION 282

- (Topic 3)

Which is NOT a place where Sales force Community can be implemented?

- A. Partner Portal
- B. Customer Portal
- C. Self-Service Portal
- D. Inside the Sales force application

Answer: C

NEW QUESTION 283

- (Topic 3)

Is it possible to modify apps downloaded from the App Exchange?

- A. Yes
- B. only if they are a managed package.
- C. Yes
- D. only if they are not a managed package.
- E. No

Answer: B

NEW QUESTION 285

- (Topic 3)

What are the symptoms of a sharing model that is too private? Select all that apply.

- A. Lots of duplicate records.
- B. Users always have to manually share records.
- C. There are a large number of sharing rules in the organization
- D. Administrators have a lot of requests for more record access E) Only A, C, and D

Answer: ABC

NEW QUESTION 288

- (Topic 3)

What is an example of Web-to-X usage?

- A. Candidates apply to a position directly on a website and their information is stored in Sales force.
- B. You can update your Company's website from Sales force
- C. You can schedule data updates from your website to Sales force.

Answer: A

NEW QUESTION 289

- (Topic 3)

Which permission must a user have to trace in real-time using the system log?

- A. "View All Data" permission
- B. "Manage Users" permission
- C. "Manage Call Center" permission
- D. "View Encrypted Data" permission

Answer: A

NEW QUESTION 291

- (Topic 3)

Why might it be necessary to override buttons that you remove from the page layout?

- A. To preserve screen real estate
- B. Buttons can't be removed
- C. To prevent users from using hot keys or keyboard shortcuts to access the function of the button

Answer: C

NEW QUESTION 294

- (Topic 3)

Contact records need to be retrieved that meet the following criteria: all contacts with a mailing address in the state of California or whose last name is equal to Smith. Only the first and last names are needed. An administrator decided to use the Data Loader to retrieve these records using the Export feature. What Sales force Object query Language (SOQL) statement could be used to retrieve the desired records?

- A. Select " California " or " Smith " where last name="
- B. Select first nam
- C. last nam
- D. where last name= "Smith" OR state=" CA"

Answer: B

NEW QUESTION 295

- (Topic 3)

Universal Containers wants all of its sales representatives to use a standard format in Microsoft Word for communicating price quote information to its customers.

- A. Create and upload a sample quote document to the Documents tab; point sales representatives to this document
- B. Create and upload an email template to Sales force; train sales representatives how to leverage it via Connect for Outlook.
- C. Create and upload a mail merge template to Sales force; training sales representatives how to leverage it via connect for outlook

Answer: C

NEW QUESTION 297

- (Topic 3)

Other than the Mass Delete tool, what is another possible approach for mass deleting? Choose 2 answers.

- A. Data Loader
- B. Excel Connector
- C. Delete Button
- D. Running a Report

Answer: AB

NEW QUESTION 300

- (Topic 3)

What kind of content can be included in a Visual Force Page? Choose 3 answers.

- A. Visual Force Tag
- B. Force.com Merge tabs.
- C. Personal Tags
- D. HTML
- E. Flas
- F. JAVA

Answer: ACD

NEW QUESTION 301

- (Topic 3)

What is Data Cleansing?

- A. Improving existing data by linked additional data services
- B. Systematic Collection or organization and analysis of data.
- C. Creating format consistency removing bad data and consolidating resources
- D. Identifying and merging duplicate records.

Answer: C

NEW QUESTION 305

- (Topic 3)

When using Sales force Territory Management, Accounts and Users can be in multiple territories, but an Opportunity can only be associated with a single territory. How is an Opportunity assigned to a territory?

- A. To the territory of the user who is a forecast user
- B. To the account's original territory upon initialization
- C. To the territory of the user that owns the related account
- D. By the intersection of the user's territory and the account territory

Answer: D

NEW QUESTION 307

- (Topic 3)

What is DAAS?

- A. Developer Service Training
- B. Development As A Service
- C. Force.com Metadata API
- D. IDE/Code-share

Answer: B

NEW QUESTION 312

- (Topic 4)

Identify the advantages of declarative customization. (Select all the apply.)

- A. Enhance security
- B. Ease of upgrades
- C. Ease of maintenance.
- D. No requirements for programming knowledge
- E. Ability to extend beyond standard functionality

Answer: BCD

NEW QUESTION 316

- (Topic 4)

What is possible using Content? Choose 3

- A. Publish content to company's website
- B. Track Recipient activity
- C. Share content using link with outside your company
- D. Share content inside your organization

Answer: BCD

NEW QUESTION 320

- (Topic 4)

What is Data Management?

- A. Improving existing data by linking additional data services.
- B. Systematic collection or organization and analysis of data
- C. Creating format consistency, removing bad data and consolidating resources.
- D. Identifying and merging duplicate records,

Answer: B

NEW QUESTION 325

- (Topic 4)

Universal Containers like to track Application Bugs within Sales force . The company needs to track the bug's severity, type, status and description. Bugs should be related to Cases, but owner will be different than the owner of the case. How can the Universal Containers administrator meet these requirements?

- A. Create a section on the case page layout
- B. Create a field on cases
- C. Create a custom object for bugs and relate it to cases

Answer: C

NEW QUESTION 329

- (Topic 4)

What happens when an administrator create a custom tab for a custom object?

{Select all that apply}

- A. The custom object has a home page.
- B. Users can search for records of the customer object.
- C. New records of the custom object can only be accessed from the related list on the parent record.
- D. A custom app containing the custom tab is automatically created.
- E. New records of the custom object can be created from the sidebar.

Answer: ABE

NEW QUESTION 330

- (Topic 4)

What type of information can be recorded in a debug log? (Select all that apply)

- A. Workflow
- B. Data Storage
- C. Validation
- D. Database
- E. License

Answer: ACD

NEW QUESTION 332

- (Topic 4)

Communities are not supported by:

- A. Partner Portal
- B. Customer Portal
- C. Self service Portal
- D. Internal Sales force user

Answer: C

NEW QUESTION 335

- (Topic 4)

Universal container wants to implement a system. There are specific unique values that needs to be related to objects. What is best way to implement it?

- A. Create a custom object and create lookup from other object to it .
- B. Create multiple unique pick list values.

Answer: A

NEW QUESTION 336

- (Topic 4)

- A. Which tools can be use to reduce the number of existing duplicate records?
- B. Merge Wizard
- C. Dashboard Pack
- D. App Exchange solutions
- E. Apex Trigger

Answer: AC

NEW QUESTION 341

- (Topic 4)

Where you can see the SFDC release information? Choose 3

- A. App Exchange
- B. Idea Exchange
- C. Success
- D. Salesforce.com

Answer: BCD

NEW QUESTION 343

- (Topic 4)

How can Tonya enforce that the Region field contains a value regardless of how the lead is created?

- A. Make the Region field universally required.
- B. Make the Region field required on the page layout.
- C. Create a validation rule on the Region Field.

Answer: C

NEW QUESTION 345

- (Topic 4)

When would you use a web app or web controls?

- A. Highly customized UI or Business logic functionality that cannot be accommodated by S- Controls
- B. Highly customized UI or Business logic functionality that cannot be accommodated by Visual Force
- C. Highly customized UI or Business logic functionality that cannot be accommodated by custom formula fields
- D. Highly customized UI or Business logic functionality that cannot be accommodated by custom summary fields

Answer: A

NEW QUESTION 347

- (Topic 4)

Which of the following are true for Territory Management?

- A. The ability to use account criteria to expand a private sharing model.
- B. A territory is a collection of accounts and users where the users have at least read access to the accounts
- C. Territory is collection of accounts and contacts.
- D. There can be only one forecast one user which is independent from territory.
- E. Territory Hierarchy is same as Role Hierarchy.

Answer: AB

NEW QUESTION 348

- (Topic 4)

What metadata components cannot be deployed to another organization using change sets?

(Select all that apply)

- A. Approval processes
- B. Custom fields
- C. Page layouts
- D. Assignment rules
- E. Role hierarchy

Answer: ADE

NEW QUESTION 352

- (Topic 4)

What is true about cross object formula fields? (Select 2)

- A. Fields on Parent can be referred
- B. Fields on Grand Parent can be referred
- C. Fields on Parent can be referred only using lookup
- D. Fields on Grand Parent can only be referred using Master Details

Answer: AB

NEW QUESTION 355

- (Topic 4)

Which are not a capability of a delegated administrator?

- A. Create/ edit users and reset passwords
- B. Create custom fields
- C. Create default sales teams
- D. Create personal groups for users
- E. Create Custom Objects
- F. Assign users to specified profiles
- G. Login as a user who has granted login access

Answer: B

NEW QUESTION 359

- (Topic 4)

How many characters a formula field can support (including spaces, return characters, and comments)?

- A. 200
- B. 300
- C. 1900
- D. 3900

Answer: D

NEW QUESTION 363

- (Topic 4)

What are some ways to back up your data? Choose 3 answers.

- A. Data Loader (Export feature)
- B. Full data export or weekly data export
- C. Store your data locally
- D. Run Reports

Answer: ABD

NEW QUESTION 365

- (Topic 4)

What is not supported by Content?

- A. Custom Field
- B. Custom Page layout
- C. Validation
- D. Workflow

Answer: B

NEW QUESTION 370

- (Topic 4)

What are some differences between Visual Force and S-Controls? Choose the best answer.

- A. Complete control of UI
- B. Complete control of UI, easy to create code, more manageable
- C. Client side
- D. All of the above.

Answer: B

NEW QUESTION 372

- (Topic 4)

Which is the part of Force.com platform. Choose 2

- A. Force.com IDE
- B. Sandbox
- C. Metadata API

Answer: BC

NEW QUESTION 373

- (Topic 4)

What are the two questions that you should ask yourself when trying to decide how to set Organization Wide Default permissions for an object?

Select all that apply:

- A. Who is the most restricted user?
- B. How often will users change roles?
- C. Who is the least restricted user?
- D. Are there objects that should not be viewed/edited by a user?
- E. All of the Above R None of the Above

Answer: D

NEW QUESTION 378

- (Topic 4)

What can be customized in content? (choose 2)

- A. Content type
- B. Validation rules
- C. Page layouts
- D. Content Value

Answer: AB

NEW QUESTION 383

- (Topic 4)

Suri has the "read" permission for the case object on her profile. A criteria-based sharing rule gives her read/write access to product support cases. Will Suri be able to edit.

- A. Yes
- B. No

Answer: B

NEW QUESTION 384

- (Topic 4)

What tools are available to help troubleshoot issues with an approval process? (Select all that apply)

- A. Approval History related list
- B. Visual force Pages
- C. Sales force email logs

D. Apex triggers

Answer: AC

NEW QUESTION 389

- (Topic 4)

What records can be cleaned and enriched using Data.com?

{Select all that apply.}

- A. Accounts
- B. Contacts
- C. Opportunities
- D. Campaigns
- E. Leads

Answer: ABE

NEW QUESTION 393

- (Topic 4)

What is an S-Control?

- A. A custom field that has dependent states
- B. A custom web page not hosted by SFDC
- C. Another name for a roll up summary
- D. None of the above

Answer: AB

NEW QUESTION 394

- (Topic 4)

What can be used to reduce the size of Formula field? (Choose 2)

- A. CASE
- B. CONTAINS
- C. IF

Answer: AB

NEW QUESTION 399

- (Topic 4)

How can you measure adoptions beyond just logins? Choose 3 answer.

- A. Decrease Login Session Timeouts
- B. Track how often users are using new features after training sessions,
- C. Run spot checks on Data
- D. Track training sessions in SFDC

Answer: BCD

NEW QUESTION 400

- (Topic 4)

What is the minimum permission required for a user to be approver of any record?

- A. Read only permission on Object
- B. Modify All permission on profile
- C. View All permission on profile

Answer: A

NEW QUESTION 401

- (Topic 4)

A Sales force object can exist independent of an application.

- A. True
- B. False

Answer: A

NEW QUESTION 402

- (Topic 4)

What is Force.com Site?

- A. A single custom object hosted by Sales force.com
- B. A single custom webpage hosted by Sales force
- C. A single custom web-to-lead form hosted by Sales force

D. A single custom web-to-lead WSDL not hosted by Sales force

Answer: B

NEW QUESTION 403

- (Topic 4)

What is Data Enrichment?

- A. Identifying and merging duplicate records.
- B. Systematic collection or organization and analysis of data
- C. Creating format consistency, removing bad data, and consolidating resources.
- D. Improving existing data by linking additional data services.

Answer: A

NEW QUESTION 407

- (Topic 4)

By Custom button what all you can call?

- A. VF Controller
- B. Apex Trigger
- C. Apex Class

Answer: A

NEW QUESTION 408

- (Topic 4)

When configuring Customizable Forecasting, you can set which of the following Forecast Dates for determining which opportunities contribute to the forecast?

- A. Opportunity Close Date Only
- B. Product Date Only
- C. Schedule Date Only
- D. Commit Date
- E. Opportunity Close Date, Product Date, Schedule Date

Answer: E

NEW QUESTION 411

- (Topic 4)

When submitting case to IT support of Sales force to get the investigation log of some former employee, what they will not provide?

- A. Encrypted log file
- B. Coaching on how to translate the log file to get information
- C. Password to decrypt the log

Answer: C

NEW QUESTION 414

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