

Salesforce

Exam Questions ADM-211

Administration Essentials for Experienced Admin



NEW QUESTION 1

CORRECT TEXT - (Topic 1)

Is it possible to incorporate Web Services API calls into s-controls?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Yes - you would do so by referencing the A.IAX toolkit.

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)

How can you measure adoption beyond the number of logins?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Track how often users are using new features after training sessions.
- 2- Run spot checks on data, track usage with regards to the financial calendar (last minute entries versus consistent usage).
- 3- Track training sessions in SFDC.

NEW QUESTION 4

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 5

- (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 6

- (Topic 1)

_____ is a procedural scripting language that is written in discrete pieces, uses a syntax that looks like Java and acts like database stored procedures, and are executed entirely on the Force.com platform.

- A. S-Controls
- B. HTML
- C. PHP
- D. Ajax
- E. Apex

Answer: E

NEW QUESTION 7

- (Topic 1)

Is the Data loader fully supported by Sales force?

- A. Yes
- B. No

Answer: A

NEW QUESTION 8

CORRECT TEXT - (Topic 1)

Describe some ways you can proactively make sure quality data is entered into the system.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Enforce Validation rules
- 2- Use custom lookup fields, workflow field updates, record types and page layouts to streamline data entry
- 3- Build reports that monitor data entry

NEW QUESTION 9

CORRECT TEXT - (Topic 1)

Describe some techniques for motivating users:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Get executive sponsorship (including having them use it in meetings)
- 2- Win over sales personnel
- 3- Identify power users and evangelists
- 4- Create motivations everywhere, both inside and outside the system
- 5- Use both marketing messages and the app itself as drivers

NEW QUESTION 10

CORRECT TEXT - (Topic 1)

List "clicks" and "code" options at the 'Business Logic' level.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Clicks: Workflow, Validation Rules, Assignment Rules.
Code: S-Controls, Web Controls, Apex. Web Services API

NEW QUESTION 10

- (Topic 1)

Find the correct sequence of definitions:

- 1- Data migration
- 2- Data management
- 3- Data enrichment
- 4- Data cleansing
- 5- Data de-duplication
- A- Creating format consistency, remove bad data, consolidating sources
- B- process of transferring data from one repository to another
- C- identifying and merging duplicate records
- D- systematic collection, organization, and analysis of data
- E- improving existing data by linking additional data sources
- A 1B, 2D, 3E, 4A, 5C
- A. 1C, 2D, 3E, 4B, 5A
- B. 1A, 2D, 3E, 4C, 5B
- C. 1B, 2D, 3C, 4A, 5E
- D. 1B, 2C, 3D, 4A, 5E

Answer: A

NEW QUESTION 12

CORRECT TEXT - (Topic 1)

Name the objects that support field history tracking:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Data Entry 'Objects: Accounts, Contacts.Opportunities, Leads, ContractsCases. Solutions, Custom Objects
- 2- History Objects: Approval History, limited Campaign Member history (Member First associated, Member First Responded)
- 3- Salcsforcc2Salcsforcc connection history
- 4- Oppty Stage History for: Stage, Probability, Amount, Close Date, Last Modified By

NEW QUESTION 13

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, Pollzter, Click Tools).

NEW QUESTION 17

- (Topic 1)

In a global Sales force implementation, all sales teams must use the same sales process.

- A. True
- B. False

Answer: B

Explanation:

'Sales processes can be created and customized for each different sales team/region, etc.

NEW QUESTION 22

CORRECT TEXT - (Topic 1)

Describe some techniques for winning over sales teams?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Know the audience and realize that the driver for sales users is making their n umbel's
- 2- Ask to sec planners, notes, etc, and notice what is different between high and low performers
- 3- Examine what they want to track
- 4- Encourage a vision of the left hand knowing what the right is doing
- 5- First step is usually to make information tracking easy by consolidating all in one place

NEW QUESTION 27

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 29

- (Topic 1)

The Excel Connector can retrieve data from multiple objects (e.g., Accounts, Contacts) in a single query.

- A. True
- B. False

Answer: B

Explanation:

Only one object can be queried at a time.

NEW QUESTION 33

CORRECT TEXT - (Topic 1)

How can you take away a user's ability to run reports while allowing them to view dashboards?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Remove the "Run Reports" and "Create and Customize Reports" profile permissions. This will still allow the user to view dashboards.

NEW QUESTION 34

- (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 38

- (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 39

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 42

CORRECT TEXT - (Topic 1)

Define User Adoption

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

User adoption means gaining the trust of users to use the system on a regular basis as intended.

Explanation/Reference:

They will feel that they want to use the system instead of being forced to use it.

NEW QUESTION 45

- (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 50

CORRECT TEXT - (Topic 1)

Describe the best way to manage Lockout Periods for maintenance?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Create a profile that restricts the login hours for all users out during the maintenance session.
- 2- Then use Data Loader to switch everyone back when done.

NEW QUESTION 54

- (Topic 1)

Sales force can be used as a release and change management tool.

- A. True
- B. False

Answer: A

NEW QUESTION 58

- (Topic 1)

The Data loader can be used to assign record ownership to inactive users.

- A. True
- B. False

Answer: B

Explanation:

The data loader can only be used to assign records to active users.

NEW QUESTION 62

- (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 67

- (Topic 1)

File attachments count towards the overall data storage limit.

- A. True
- B. False

Answer: B

Explanation:

File attachments count towards file storage, not data storage. The storage limit is 1GB minimum for data and 11GB minimum for file storage for all editions.

NEW QUESTION 68

CORRECT TEXT - (Topic 1)

List "clicks" and "code options at the 'Data Model level'.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Clicks: Objects, Fields, Relationships. Code: Web Services API

NEW QUESTION 73

- (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 75

CORRECT TEXT - (Topic 1)

Describe what Delegated Administrators CAN do:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Create and edit users
- 2- Reset passwords
- 3- Create default sales teams
- 4- Create personal groups for users
- 5- Assign users to profiles
- 6- Login as a user who has granted login access

NEW QUESTION 77

- (Topic 1)

Apex offers optional creation of test scripts that can be run in a dev environment, in the UI or by sales force support personnel.

- A. True
- B. False

Answer: B

Explanation:

The test scripts are mandatory, not optional

NEW QUESTION 82

CORRECT TEXT - (Topic 1)

Describe how can you use Excel Connector in conjunction with custom reports to get the data you want?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Run the report from Excel using Connect for Office, then
- 2- Use the Excel Connector to manipulate and update data

NEW QUESTION 84

- (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 85

- (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 90

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 94

- (Topic 1)

Apex is client-side

- A. True
- B. False

Answer: B

Explanation:

Apex is server side,S-Controls are client-side.

NEW QUESTION 97

CORRECT TEXT - (Topic 2)

When should you consider Opportunity Big Deal Alerts?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

1- When on PE (no workflow) or it fits the criteria listed below:

2- Opportunity triggered on the Amount and Probability field thresholds

3- Limited routing functionality is okay

4- Specific only to opportunities

NEW QUESTION 100

- (Topic 2)

What are some recommended optional installs from the App Exchange for general implementations?

Select all that apply:

- A. User Adoption Dashboard
- B. Hotkeys
- C. Mass Delete
- D. All of the above

Answer: D

NEW QUESTION 105

- (Topic 2)

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. Are there objects that should not be viewed/edited by a user?
- C. How often will users change roles?
- D. Who is the least restricted user?

Answer: AB

NEW QUESTION 108

CORRECT TEXT - (Topic 2)

What is the difference between locking an opportunity using approvals versus changing the record type to a page layout with all read only fields?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

The oppty becomes "locked" and the lock symbol appears on the oppty and the edit button is disabled.

Record Type:

The record is read only, but no visual clue as to whether or not anything else is going on (ie approval process)

NEW QUESTION 109

CORRECT TEXT - (Topic 2)

What are 3 scenarios when might it be better to use packaging and the App Exchange for testing and deployment?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

1- Moving from org to org: If a developer has created an entire app and needs to move it into a testing or prod environment.

2- Unmanaged Package changes: If a developer has installed an application from the App Exchange and made modifications.

3- Ad-hoc use: If an administrator or a developer needs to share an application in a more casual setting.

NEW QUESTION 112

- (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 113

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 116

CORRECT TEXT - (Topic 2)

What are the4 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 120

- (Topic 2)

What are the three types of S-Controls?

- A. HTML, Component, Controller
- B. A J AX, Component, Controller

- C. HTML, Snippet, URL
- D. AJAX, Snippet, URL

Answer: C

NEW QUESTION 121

CORRECT TEXT - (Topic 2)

What are 4 common Challenges to going global?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Intl BU's & IT operating autonomously
- 2- Mix of English & native language
- 3- Immature sales processes
- 4- No Common platform

NEW QUESTION 126

CORRECT TEXT - (Topic 2)

What are 4 tools available to increase Administrator productivity?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Schema Extract Tool
- 2- Explorer
- 3- Data Loader
- 4- Force.com Eclipse IDE

NEW QUESTION 131

- (Topic 2)

What are the benefits of Apex versus other applications? Select all that apply:

- A. Runs Natively on SFDC servers
- B. Faster than non-server code
- C. Supported by SFDC

Answer: ABC

NEW QUESTION 133

- (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 138

- (Topic 2)

What happens to the record you specify as the loser during a merge?

- A. The record will go to the recycle bin for 30 days.
- B. The record will be immediately deleted
- C. The record will be stored in a hidden object called "merge data"
- D. The record will be stored on the winning record so you can see the audit history

Answer: A

NEW QUESTION 141

- (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 145

- (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 150

- (Topic 2)

You should rename records before merging.

- A. True
- B. False

Answer: A

Explanation:

It is helpful to rename because you can easily identify the winning record

NEW QUESTION 151

- (Topic 2)

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: B

Explanation:

It is used to bring custom elements into a page layout or visual force age.

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 158

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 163

- (Topic 2)

What are the ways you can get a record's unique Sales force ID? Select all that apply:

- A. URL
- B. Report
- C. API

Answer: ABC

NEW QUESTION 166

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 171

- (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 172

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 177

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 179

- (Topic 2)

What data retrieval method does not require admins to have a deep understanding of the database?

- A. Reports
- B. API
- C. Weekly Export
- D. Data loader

Answer: AC

NEW QUESTION 180

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 184

CORRECT TEXT - (Topic 2)

Where is additional information about the Excel Connector available?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- The ADN (App Exchange Developer Network)
- 2- <http://wiki.apexdevnet.com/index.php/Tools>

NEW QUESTION 189

- (Topic 2)

What user permissions are needed to add content? Select all that apply:

- A. Marketing user
- B. Manage Workspace
- C. Delegated Administration
- D. Add Content

Answer: BD

NEW QUESTION 194

- (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 199

- (Topic 2)

What is the maximum number of objects that can be associated in a custom report type?

- A. 1
- B. 2
- C. 3
- D. 4
- E. You can't create custom report types for multiple objects

Answer: D

Explanation:

You can add up to four objects to a custom report type.
However, some of the object combinations you choose may not be able to reach that limit.

NEW QUESTION 200

- (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 204

- (Topic 3)

How does an administrator create an opportunity business process that bypasses a sales representative's immediate manager and goes directly to the CEO for approval when a deal is worth more than 1 Million dollars?

- A. Create a workflow rule with a field update that sets the sales representative's immediate manager to be the CEO if the deal is larger than 1 million dollars.
- B. Create an approval process that skips to the CEO approval step if the deal is > \$1 million C)

Answer: B

NEW QUESTION 206

- (Topic 3)

When requesting a log analysis for Sales force's information Security department, an administrator will NOT get it.

- A. An encrypted version of the log file.
- B. the User ID of the person being investigated,
- C. coaching on how to create the actual view of information
- D. the password to decrypt the log file in the same document as the log file.

Answer: D

NEW QUESTION 207

- (Topic 3)

The Force.com Web Service API can help an administrator manage data in a Sales force org by....

Choose 3 Answers

- A. allowing the administrator to mass delete more than 250 records at a time
- B. allowing an administrator to perform mass updates to records to clean up duplicate data
- C. giving the administrator a way to perform incremental backups of the data with the APIs data replication method
- D. allows an administrator to mark certain records stored in Sales force

Answer: ABC

NEW QUESTION 209

- (Topic 3)

The IT organization at Universal Containers wants to install a specific version of Force.com Connect Offline on all employee machines and periodically monitor which version of the product employees are using. How can they do this?

Choose 2 answers

- A. This is not possible
- B. Force.com Connect Offline must be installed by each Sales force user.
- C. Administrators in IT can see which version of Force.com Connect Offline that each user has by looking at the user role.
- D. Administrators in IT can monitor the version of Force.com Connect Offline that each user has by looking at the user login history.
- E. Windows Network Administrators can install Force.com Connect Offline on several machines at once using the MSI package available under Setup > Desktop Integration > Connect Offline.

Answer: CD

NEW QUESTION 212

- (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 213

- (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 218

- (Topic 3)

What is the difference between locking an Opportunity with an Approval Process and changing the record type to a page layout with all read-only fields?

- A. When an Opportunity is locked, the submitter can edit it at any time to resubmit the record.
- B. The edit button is disabled and a lock symbol appears on the record if it is submitted to the approval process.
- C. No one can edit the record type with the read only fields and anyone can edit a locked record.
- D. Once de

Answer: B

NEW QUESTION 220

- (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 223

- (Topic 3)

Which statement is TRUE regarding sandbox? Choose 2 answers

- A. Data and configuration can be pushed from production to sandbox.
- B. Data and configuration is automatically pushed from sandbox to production
- C. There are different types of sandboxes that administrators can access
- D. When data is copied to a sandbox, the email addresses of contacts are automatically changed.

Answer: AC

NEW QUESTION 227

- (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 232

- (Topic 3)

Where within the user interface is the force.com IDE available for download?

- A. Setup > Develop > Components
- B. Setup > Develop >Tools
- C. Setup > Create > Packages
- D. Setup > Create > Apps

Answer: B

NEW QUESTION 234

- (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 238

- (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 241

- (Topic 3)

Which statement is FALSE regarding Visual force?

- A. It allows developers to replace the standard page layouts within the Sales force user interface with completely customer pages.
- B. It uses Apex for advanced business logic.
- C. It is available to users of all editions.
- D. It is available to users of Enterprise, Unlimited, and Developer Edition s Only.
- E. Unlimited, and Developer Edition s Only.

Answer: D

NEW QUESTION 245

- (Topic 3)

An administrator would like to compare a field or expression to a list of static values. Which of the following functions should be used?

- A. ISNUMBER
- B. CONTAINS
- C. TRIM
- D. VALUE

Answer: B

NEW QUESTION 247

- (Topic 3)

What feature is NOT customizable under the Setup/Develop menu?

- A. Pages
- B. Components
- C. Apps
- D. Apex Classes

Answer: C

NEW QUESTION 252

- (Topic 3)

Sales force will automatically archive older activities that meet certain criteria (for example, events with due dates greater than 365 days). Where does a user go to view these records?

- A. Recycle Bin
- B. Activity history related list
- C. Activities home page view
- D. Storage usage link under Setup

Answer: B

NEW QUESTION 254

- (Topic 3)

When a new feature is considered to be in Developer Preview before it is officially released it means that it is available.

- A. in Developer Edition orgs.
- B. for salesforce.com partners only.
- C. for users with the "Developer" permissions
- D. for users who activate the feature by calling salesforce.com support

Answer: A

NEW QUESTION 256

CORRECT TEXT - (Topic 3)

Why is it important to allow regions to choose their field labels and pick list values?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

To get regional buy-in, language translation helps to cut down any confusion or discrepancy.

NEW QUESTION 261

- (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 262

- (Topic 3)

File Attachment count towards complimentary data storage.

- A. True
- B. False

Answer: B

NEW QUESTION 266

- (Topic 3)

Which permission is needed to publish a document on Sales force Content?

- A. " Modify All Data" checked on the user's profile
- B. Customize Application" checked on the user's profile
- C. Manage Works paces" checked in the workspace permission definition, or" Modify All Data" check on the user's profile
- D. Manage Workspaces" checked in the workspace permissions definition, or" Add Content" checked in the workspace permission definition

Answer: D

NEW QUESTION 271

- (Topic 3)

The Service Level and SLA Expiration Date are fields on an Account. An Administrator would like to display service level information from accounts on all cases related to those accounts. How can the administrator accomplish this?

- A. Account fields cannot be displayed on a case; the administrator would need to run a report
- B. Only by writing Apex code
- C. By creating across object field update
- D. By creating a cross object formula field

Answer: D

NEW QUESTION 275

CORRECT TEXT - (Topic 3)

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

- A. Enrich dirty data
- B. Identify dirty data
- C. Remove dirty data
- D. Cleanse dirty data

Answer: B

NEW QUESTION 278

- (Topic 3)

What are the two major pieces to S-Controls?

- A. Hooks and Controllers
- B. Controllers and Protectors
- C. HTML & Java Script
- D. Visual Presentation & Functional/code

Answer: C

NEW QUESTION 279

- (Topic 3)

When would you use APEX? Choose 2 answers.

- A. When you need t o process one record at a time
- B. If you want to attach business logic to a data event
- C. Use classes when coding APEX that will be used by other developers
- D. When you can use a custom formula field

Answer: BC

NEW QUESTION 284

- (Topic 3)

Which is NOT an option for customizing Sales force Community?

- A. Half-Life

- B. Categories
- C. Customized page layouts
- D. Customized search layouts.

Answer: C

NEW QUESTION 287

- (Topic 3)

Is it possible to incorporate web services API Calls into S Controls?

- A. True
- B. False

Answer: A

NEW QUESTION 288

- (Topic 3)

What Objects can the Mass Delete Tool be used with? Choose 3 answers.

- A. Accounts
- B. Solutions
- C. Leads
- D. Custom Objects

Answer: ABC

NEW QUESTION 290

- (Topic 3)

What App Exchange partner allows you to easily web-enable any object without needing to use the API to develop custom web integration?

- A. Sales force-to-Sales force
- B. PLD)you to easily web-enable any object to develop custom web integration Model Metrics Web2Anything
- C. L LPO

Answer: B

NEW QUESTION 292

- (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 295

- (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 300

- (Topic 3)

Which is NOT a characteristic of a multi-tenant programming language such as Apex?

- A. Governor limits restrict the amount of interactions
- B. Developers can reuse global code written in any org
- C. All code is executed on the same set of Sales force servers
- D. Classes are saved with the version of the API with which they were created

Answer: C

NEW QUESTION 301

- (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 302

- (Topic 4)

Which statement is TRUE for a master-detail relationship? Select all that apply.

- A. Record access of detail records are controlled by the master record.
- B. A master record and a related detail record can have different owners.
- C. Deleting a master record, also deletes the detail record.
- D. A detail record can be shed using sharing rules

Answer: AC

NEW QUESTION 305

- (Topic 4)

What is used to manage Content? Choose 2

- A. Libraries
- B. Directories
- C. Folders
- D. Links

Answer: AD

NEW QUESTION 308

- (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 310

- (Topic 4)

What element would you use to set an opportunity name variable t o "Product Promotion"?

- A. Record Update
- B. Record Create
- C. Assignment
- D. Decesion

Answer: C

NEW QUESTION 312

- (Topic 4)

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

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

Answer: ACD

NEW QUESTION 314

- (Topic 4)

Which element would you use to route the flow differently based on whether the customer is interested in the product promotion, shipping promotion, or not interested?

- A. Step
- B. Screen
- C. Decision
- D. Assignment

Answer: C

NEW QUESTION 315

- (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 318

- (Topic 4)

Who can publish the article on Knowledge?

- A. User with "Manage Article" and CRUD on Article Type
- B. User with Archive Articles in public Group

Answer: A

NEW QUESTION 321

- (Topic 4)

What is true about Idea Comments?

- A. They are used to vote for new functionality
- B. They are used for points
- C. Admin can get emails based on Comments

Answer: C

NEW QUESTION 326

- (Topic 4)

What is true about Custom Button? Choose 2

- A. It is displayed on right side of standard button
- B. It is displayed on top or page layout
- C. It is displayed on top and bottom of page layout
- D. It is displayed on left side of standard button

Answer: AC

NEW QUESTION 328

- (Topic 4)

What is a benefit of creating a custom app for users?

- A. Provide users with a place to share and install apps.
- B. Allow users to manage custom objects and tab.
- C. Gives users access to the tabs and records they need.
- D. Differentiates standard and custom objects for users

Answer: C

NEW QUESTION 329

- (Topic 4)

What is not supported by Content?

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

Answer: B

NEW QUESTION 332

- (Topic 4)

What system admin should not do while setting up the Login hours for any profile?

- A. Do not add system admin to that profile
- B. Don't remember wrong options

Answer: A

NEW QUESTION 334

- (Topic 4)

Tom's account page layout makes the Rating field required, but his field-level security settings make the field read-only. Will Tom be able to edit the Rating field?

- A. Yes
- B. No

Answer: B

NEW QUESTION 338

- (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 342

- (Topic 4)

When add Time Trigger button is disabled {OR When we cannot add Time Trigger in Workflow)? Choose 3

- A. Every time Record is create d or updated
- B. When Workflow is Active
- C. When Workflow is Inactive
- D. When workflow is Inactive but there is pending action in Queue

Answer: AD

NEW QUESTION 344

- (Topic 4)

An administrator has created a time-based workflow that escalates a Lead record 10 days after it has been created if no updates have occurred. What is the best way for the developer to test that the new time based workflow rule is functioning?

- A. Create a new lead record: view the outbound messages queue
- B. Setup the developer for time-based workflow queue; create a new lead record; view the time-based workflow queue
- C. Create a new lead record; view the time

Answer: B

NEW QUESTION 348

- (Topic 4)

What are included in Force.com platform? Choose 3

- A. Ideas
- B. App exchange
- C. UI
- D. Global Trusted infrastructure

Answer: BCD

NEW QUESTION 349

- (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 352

- (Topic 4)

Universal Container has a Time based Workflow on Opportunity which has been deactivated by their system admin. Select which is true. Choose 2

- A. All time based action will be removed from the queue as soon as WF deactivated.
- B. Time Action will be removed from the queue once Opportunity related record is deleted
- C. Time Action will be removed from the queue once Opportunity related record i s updated
- D. Time Action will be removed from the queue once we

Answer: BC

NEW QUESTION 357

- (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 360

- (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 363

- (Topic 4)
By Custom button what all you can call?

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

Answer: A

NEW QUESTION 366

- (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 369

- (Topic 4)
If you have an email campaign and a telemarketing campaign that both influenced the same opportunity, and you designated the email campaign as the primary campaign source, the campaign statistics opportunities fields will be populated for the?

- A. Email Campaign
- B. Telemarketing Campaign
- C. Both Campaigns
- D. Blank

Answer: A

NEW QUESTION 370

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