

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

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 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

- (Topic 1)

How do admins enable users to view tags? Select all that apply:

- A. Enable Private Tags
- B. Enable Public Tags
- C. Add Tags to page layouts
- D. All of the above

Answer: D

Explanation:

Explanation/Reference: Click Your Name | Setup | Customize | Tags | Tag Settings.
Select Enable Personal Tags and Enable Public Tags to allow users to add personal and public tags to records. Deselect both options to disable tags. Specify which objects and page layouts should display tags in a tag section at the top of record detail pages. The tag section IS the only way that a user can add tags to a record.
For example, if you only select account page layouts, users in your organization can only tag account records. Additionally, if you only select account page layouts for personal tags and not public tags, users can only tag account records with personal tags.

NEW QUESTION 6

- (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 7

- (Topic 1)

Controls are no longer supported by SFDC

- A. True
- B. False

Answer: A

Explanation:

S Controls are being deprecated from the system and phased out. Users that started using SFDC after October 2010 will not see S Controls as an option.

NEW QUESTION 8

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 9

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

- (Topic 1)

S-Controls are only triggered through the user interface

- A. True
- B. False

Answer: A

NEW QUESTION 10

- (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 15

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 18

CORRECT TEXT - (Topic 1)

Describe how administrators can examine what configuration changes have been made:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Through the audit trail (at Setup | Security Controls).
- 2- It will show the 20 most; recent setup changes, you can download a complete history for the last 180 days
- 3- There are over three dozen items tracked (see "Monitoring Setup Changes" in help)
- 4- Alternatively, you might use Dream factory's Snapshot or other Metadata API-based tools.

NEW QUESTION 23

- (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 27

CORRECT TEXT - (Topic 1)

Describe some results of a sharing model that is too public.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

There is a lot of dirty data. Data can easily be stolen.

NEW QUESTION 31

- (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 36

- (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 39

- (Topic 1)

A developer wants to create a mashup to display a contact's location using Google Maps. Which of the following is not a necessary step in developing this mashup?

- A. Deciding on the parameters needed for submission.
- B. Creating an S-control to pass the URL to Google Maps.
- C. Creating a URL with merge fields to pass to Google Maps.
- D. Coding the HTML/JavaScript in an S-control to retrieve the results.

Answer: D

NEW QUESTION 43

- (Topic 1)

Because Apex runs in a multitenant environment, the Apex runtime engine strictly enforces a number of ensure that runaway scripts do not monopolize shared resources.

- A. Bandwidth limits
- B. API limits
- C. Data storage limits
- D. Governor limits
- E. Mayoral limits

Answer: D

Explanation:

Governor limits help to ensure the stability and performance of each org inside SFDC shared infrastructure.

NEW QUESTION 44

- (Topic 1)

An administrator notices there are too many duplicate records, numerous sharing rules, and a large number of manually shared records. This situation maybe a symptom of...

- A. A role hierarchy that has too few roles
- B. A sharing model that is too public.
- C. A sharing model that is too private.
- D. Object permissions on profiles that are too restrictive.

Answer: C

Explanation:

With a private sharing model, users can't see if records already exist in the system and create new ones that they can see. Also, IT receives many requests for additional access to users as well as users individually sharing records.

NEW QUESTION 48

- (Topic 1)

The Schema Extract tool is supported by Sales force.

- A. True
- B. False

Answer: B

Explanation:

The Schema extract tool is not supported by Sales force

NEW QUESTION 51

- (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 53

- (Topic 1)

In Sales force Territory* Management, a territory hierarchy is different from a role hierarchy in that it...

- A. grants login access to all users in a territory.

- B. supports assigning users to multiple territories.
- C. automatically assigns users to sales teams in the territory.
- D. gives users in a territory full edit access to all accounts in that territory.

Answer: B

Explanation:

Territory hierarchy is about assigning users to opportunities.
Role hierarchy is about broadening visibility to records up the chain of command so managers can see records owned by their subordinates

NEW QUESTION 54

- (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 57

- (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 59

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 64

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 69

- (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 72

- (Topic 1)

_____ allow developers to completely replace the standard page layouts within the Sales force UI with completely custom pages.

- A. HTML
- B. Apex
- C. S-Controls
- D. Visual force Pages

Answer: D

Explanation:

Visual force pages can incorporate Apex for advanced business logic functionality.

NEW QUESTION 74

- (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 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 80

CORRECT TEXT - (Topic 1)

You can provision multiple Sandbox orgs.

There are 3 different types of sandboxes:

- A. Production
- B. Configuration
- C. Developer

Answer: A

NEW QUESTION 81

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 83

- (Topic 1)

How many releases a year does Sales force typically deliver?

- A. 1
- B. 2
- C. 3
- D. 5
- E. Depends on the roadmap

Answer: C

Explanation:

3 releases are issued per year. Spring, Slimmer, Winter All are distributed automatically during a pre-scheduled maintenance window.

NEW QUESTION 85

- (Topic 1)

A company currently uses the standard Sales force product and price hook objects. Is it possible for this company to publish product and price hook information to its corporate Web site so customers in different regions see the correct product catalog with prices in the local currency?

- A. Yes, with the Customer portal.
- B. No, it is not possible to present multicurrency data.
- C. Yes, by building a custom integration following the X-to-Web design pattern.
- D. No, it is not possible to present data stored in standard objects other than cases and solutions to a Web site.

Answer: C

Explanation:

X-to-web enables any standard or custom object to be published into any website.

NEW QUESTION 90

CORRECT TEXT - (Topic 2)

When locking users out of the system for maintenance, what is a key thing to remember?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Make sure that the Sys Admin Profile is excluded from the Lock-Out period otherwise they will also be locked out.

NEW QUESTION 93

- (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 95

CORRECT TEXT - (Topic 2)

What do you need to be aware of when overriding a standard button?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Overriding a standard button may disable some features like in-line editing

NEW QUESTION 98

CORRECT TEXT - (Topic 2)

What sales force labs dashboards are available for free on App Exchange?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

1- Leads and Opportunity Dashboards

- 2- Sales Activity Dashboards
- 3- PRM Channel Sales
- 4- Services and Support
- 5- Marketing Target Dashboards
- 6- Marketing Metrics Dashboards
- 7- Sales KPI Dashboards

NEW QUESTION 99

- (Topic 2)

Which of the following are hooks:

Select all that apply:

- A. S-Control
- B. Apex Trigger
- C. Custom Link
- D. Web Tabs

Answer: CD

NEW QUESTION 104

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 opportunity becomes "locked" and the lock symbol appears on the opportunity 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 (i.e. approval process)

NEW QUESTION 107

- (Topic 2)

When creating a report based on a Report Type that is a custom object, what happens if you later delete the custom object?

- A. The report type remains
- B. The report type is deleted
- C. The report type and all related reports are deleted
- D. The report type is deleted but all existing reports remain

Answer: C

Explanation:

When you delete a custom report type, any reports based on it will also be deleted. Furthermore, any dashboard components created from a report based on a deleted custom report type display an error message when viewed.

NEW QUESTION 109

- (Topic 2)

What is the number one predictor of successful change management?

- A. Cleansed Data
- B. Correct License selection
- C. Executive Sponsorship
- D. Defined Sales Process

Answer: C

Explanation:

Executive Sponsorship

NEW QUESTION 111

- (Topic 2)

What is the best way to transfer configurations from Sandbox to Production?

- A. Import Wizard
- B. Metadata API
- C. Change Sets
- D. Data loader

Answer: B

NEW QUESTION 114

- (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 117

- (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 120

- (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 123

- (Topic 2)

What objects will auto-complete? Select all that apply:

- A. Account
- B. Contact
- C. User
- D. Custom object look ups

Answer: ABCD

NEW QUESTION 128

- (Topic 2)

What can be turned on in Sandbox? Select all that apply:

- A. Approval processes
- B. Case escalation rules
- C. Case assignment rules
- D. Oppty reminders

Answer: AC

NEW QUESTION 130

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 131

- (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 135

- (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 136

- (Topic 2)

What are some metadata attributes that are provided by the Force.com Explorer regarding fields?

Whether a field is Select all that apply:

- A. Creatable
- B. Updatable
- C. Nullable
- D. Readable
- E. Delete-able

Answer: ABC

NEW QUESTION 140

- (Topic 2)

What is the major difference between Apex and other programming languages? Select all that apply:

- A. It is the oldest Programming language
- B. It runs in the client's web browser
- C. It runs natively on SI'DC Servers
- D. It is much faster than other languages

Answer: CD

NEW QUESTION 143

- (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 147

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 151

- (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 155

CORRECT TEXT - (Topic 2)

What considerations are there in Workflow trigger order?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

No set order, unlike assignment rules. However, they are processed as follows:

- 1- Field update
- 2- Task
- 3- Emails
- 4- Outbound messaging

NEW QUESTION 156

- (Topic 2)

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

- A. Apps
- B. Force.com Platform
- C. Marketing Cloud
- D. Community
- E. App exchange

Answer: ABDE

NEW QUESTION 161

- (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 163

- (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 165

- (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 168

- (Topic 2)

Which cannot be customized in Ideas?

- A. Search layouts
- B. Half Life
- C. Page layout
- D. Communities

Answer: C

NEW QUESTION 171

CORRECT TEXT - (Topic 2)

What services are included in DaaS?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Force com metadata API
- 2- Force com IDE
- 3- Force com Sandbox
- 4- Force com code share

NEW QUESTION 174

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 179

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 183

CORRECT TEXT - (Topic 2)

What skill set is required to work with outbound messages? API? or Apex?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Programmatic skill set working with programming languages such as C# or Java are similar.

NEW QUESTION 188

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 189

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 191

- (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 leader

Answer: AC

NEW QUESTION 193

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 196

- (Topic 2)

When should Apex not be used? Select all that apply:

- A. When adding visual elements to the UI
- B. When adding business logic that only applies when accessing data through the UI
- C. When you want to process multiple records at the same time
- D. When you add functionality to an S-Control or composite app to process one record at a time.
- E. If you want to integrate with a third party system that does not support web services.

Answer: ABDE

NEW QUESTION 200

CORRECT TEXT - (Topic 2)

What happens to any field level data related to a losing record during a record merge?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

If the field is not populated on the winning record, the data will be brought over from the losing record.

NEW QUESTION 203

- (Topic 2)

What is the fastest way to communicate new release information to your end users?

- A. Feature detail pages
- B. Detailed release notes
- C. Admin preview doc
- D. Discover button in app

Answer: D

NEW QUESTION 207

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 208

- (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 212

- (Topic 2)

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

Answer: CD

NEW QUESTION 215

- (Topic 2)

What can the Schema Extract Tool provide the administrator prior to loading data into Sales force?

Select all that apply:

- A. All fields on a given object
- B. Field data types
- C. Location of data on the storage pod
- D. Determine order of data load
- E. Number of records containing data per field

Answer: ABD

NEW QUESTION 220

- (Topic 2)

You can use the Data Loader to extract attachments.

- A. True
- B. False

Answer: B

Explanation:

The data loader can only be used to delete documents, not extract or export

NEW QUESTION 225

- (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 226

- (Topic 3)

Which of the following functions may be use to optimize the size of a Formula field? Choose 2 answers

- A. ISPICKVAL function
- B. Case function
- C. Contains function
- D. ISNUMBER function

Answer: BC

NEW QUESTION 227

- (Topic 3)

Programmatic features generally consist of hooks and targets. Which of the following are hooks?

Choose 2 answers

- A. Apex Trigger
- B. Apex Class
- C. Customer Link
- D. Customer Button

Answer: CD

NEW QUESTION 232

- (Topic 3)

Introducing duplicate account records can be hard to control in a private sharing model. The Account Owner Report can be used to view a list of account records in such a sharing model. What is required to run this report?

- A. An administrator enabling this feature in the application
- B. Enabling "Modify All Data" permissions on the user profile
- C. A user to be above an account owner in the role hierarchy
- D. A sharing rule whereby all accounts owned by the entire organ

Answer: A

NEW QUESTION 236

- (Topic 3)

Which is NOT an option for customizing Sales force Content?

- A. Customer fields
- B. Validation Rules
- C. Workflow Rules
- D. Workspace permissions

Answer: C

NEW QUESTION 241

CORRECT TEXT - (Topic 3)

Why are 2 important reasons for admins to check the size of a data set on a mobile configuration before activating it.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- To make sure that performance on the mobile device won't be severely impacted
- 2- To ensure the data will not be over the max limit set by administrator

NEW QUESTION 242

- (Topic 3)

What can Delegated Administrators cannot do?

Select all that apply Choose 2

- A. Create New Profiles
- B. Assign Profiles
- C. Add fields to page layouts
- D. Create fields

Answer: AD

NEW QUESTION 243

- (Topic 3)

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 is 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

NEW QUESTION 244

- (Topic 3)

Which should be used when coding Apex if the code is going to be reused by other developers?

- A. Classes
- B. Triggers
- C. Global Groups
- D. Managed Packages

Answer: A

NEW QUESTION 249

- (Topic 3)

The Force.com Metadata API allows developers to....

- A. add data to their Sales force orgs
- B. delete standard fields on customer objects programmatically
- C. create, update and delete custom objects and fields programmatically
- D. perform all the actions listed under Setup through a programmatic interface.

Answer: D

NEW QUESTION 251

- (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 255

- (Topic 3)

Which feature can be enabled in a sandbox?

Choose 2 answers.

- A. Case escalation rules
- B. Workflow rules
- C. Opportunity reminders
- D. Case assignment rules

Answer: B

NEW QUESTION 257

- (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 261

- (Topic 3)

Which is NOT a feature of Custom Report Types?

- A. The ability to change the label of a field as it displays on a report.
- B. The option to change the order of fields that display in the fields panel of the report builder.
- C. The ability to add fields related via lookup
- D. The ability to create a calculation across multiple records.

Answer: B

NEW QUESTION 265

- (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 269

- (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 273

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 274

- (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 276

- (Topic 3)

What are some characteristics of web applications or web controls? Choose 3 answers.

- A. Runs on a customer hosted web server
- B. Has a custom UI (Generally ASPNET or JSP)
- C. It is not possible to incorporate web services API Calls into S-Controls
- D. Are generally used for highly customized UI or Business logic functionality that cannot be accommodated by S-Controls

Answer: ABD

NEW QUESTION 281

- (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 285

- (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 286

- (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 291

- (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 292

- (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 293

- (Topic 3)

Which technology is useful for Visual force controller developers to have experience with? choose2

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

Answer: AB

NEW QUESTION 297

- (Topic 3)

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

Answer: D

NEW QUESTION 302

- (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 306

- (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 Editions Only.
- E. Unlimited, and Developer Editions Only.

Answer: D

NEW QUESTION 309

- (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 314

- (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 319

- (Topic 3)

Which would you not find under Setup/ Develop?

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

Answer: A

NEW QUESTION 322

- (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 325

- (Topic 3)

What cannot be customized in Content?

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

Answer: C

NEW QUESTION 326

- (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 331

- (Topic 3)

Can Ideas be used in the Self-Service Portal?

- A. Yes - They can also be used in Customer and Partner Portals
- B. No - They can only be used in Customer and Partner Portals
- C. No - Ideas cannot be used in any portals
- D. Yes - Only if the portal has a custom manager custom profile associated to them.

Answer: B

NEW QUESTION 334

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 339

- (Topic 3)

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

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

Answer: B

NEW QUESTION 344

- (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 347

- (Topic 3)

The Add Time Trigger button is unavailable if which of the following are true? Choose 3 Answers

- A. The rule is activated.
- B. The rule criteria is set to " Every time a record is created or edited"
- C. The rule is deactivated, but has pending actions in the workflow queue
- D. A user defines the time triggers using days or hours as the unit of time

Answer: ABC

NEW QUESTION 348

- (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 350

- (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 353

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 355

- (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 357

- (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 362

- (Topic 3)

Universal Containers would like to build a recruiting application. The y need to track open positions and the attributes of those positions as well as candidates applying for those positions and the attributes of the candidate. What should an administrator do to track this information?

- A. Create a custom field for positions.
- B. Create a custom field for candidates.
- C. Create a custom object for positions and a custom object for candidates and relate the two objects.
- D. Create a

Answer: C

NEW QUESTION 365

- (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 369

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 372

- (Topic 3)

Which of the following use cases for custom buttons?
Choose 3 answers.

- A. Perform an action against a list of records
- B. Automate processes
- C. Pre- populate data
- D. Perform a calculation on a report

Answer: A

NEW QUESTION 376

- (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 379

- (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 384

- (Topic 3)
What is a benefit of web services?

- A. 30+ operations or methods supported
- B. Few Objects or Entities supported
- C. WSDL
- D. HTML based

Answer: A

NEW QUESTION 386

- (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 387

- (Topic 4)
What is used to manage Content? Choose 2

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

Answer: AD

NEW QUESTION 389

- (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 390

- (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 391

- (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 396

- (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 398

- (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 399

- (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 404

- (Topic 4)

What if million dollar deal and you have to bypass manager and get approval from CEO?

- A. An administrator wrote a field update action for a workflow rule on a field that is hidden via Field-Level Security.
- B. When the
- C. workflow rule triggers, what happens to the data in the hidden field?
- D. The field will fail to update and remain in its original state.
- E. The field is updated, even though it is hidden.
- F. The field will only update if the rule was triggered by a time-based trigger

Answer: D

NEW QUESTION 406

- (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 409

- (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 413

- (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 415

- (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 420

- (Topic 4)

Universal Containers require an approval process on Campaigns where campaigns required approving by Area managers. Once the Campaign submitted for approval which of the following is true?

- A. User can update actual cost in campaign after it is submitted for approval.
- B. User can add campaign members after submitted for approval.
- C. Record is lock for editing and none of above option a and b are possible.
- D. None of above.

Answer: B

NEW QUESTION 424

- (Topic 4)

Which function can be used to compare the expression or fields with the list of static values.

Choose 2

- A. IS Number
- B. CONTAINS
- C. VAWE
- D. ISPICKVAL

Answer: BD

NEW QUESTION 429

- (Topic 4)

Which element would you use to determine if the customer is interested in a product or shipping promotion.

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

Answer: D

NEW QUESTION 434

- (Topic 4)

What is not supported by Content?

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

Answer: B

NEW QUESTION 435

- (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 438

- (Topic 4)

What can be Alert used for Workflow?

- A. Task Assigning to specific user
- B. Field Update
- C. Opportunity Time Based Escalation
- D. Opportunity Field Update

Answer: A

NEW QUESTION 439

- (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 444

- (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 446

- (Topic 4)

Universal container wants once a Stage of Opportunity is set to Analysis, in 2 days stage should be flagged as red and notification mail should be sent to CEO.

What should be done?

- A. Create a validation rule to stop editing stage after 2 days
- B. Create a Workflow Approval Process to mark stage red
- C. Create a formula field to stop editing after 2 days
- D. Create a workflow time trigger to send an email to CEO after 2 days

Answer: D

NEW QUESTION 448

- (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 451

- (Topic 4)

A Sales force object can exist independent of an application.

- A. True
- B. False

Answer: A

NEW QUESTION 453

- (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 456

- (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 459

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