



# **Salesforce**

## **Exam Questions ADM-211**

Administration Essentials for Experienced Admin

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#### NEW QUESTION 1

CORRECT TEXT - (Topic 1)

Describe some features within web services.

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

- 1- 30+ operations (methods) supported
- 2- Numerous entities (objects) supported
- 3- SOQL (S force Object Query Language)
- 4- SOSL (S force Object Search Language)

#### NEW QUESTION 2

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 3

- (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 4

CORRECT TEXT - (Topic 1)

Describe the differences between Visual force and s-controls?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

S-Controls:

- 1- Written in Ajax and run on the client
- 2- Hard-coded - can't reuse
- 3- Logic and presentation mixed

Visual Force:

- 1- Written in HTML& Apex, run on the server
- 2- Component model - can reuse code
- 3- Logic and presentation separated

#### 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)

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 7**

- (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 8**

- (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 9**

- (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 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 11**

- (Topic 1)

S-Controls are only triggered through the user interface

- A. True
- B. False

**Answer:** A

**NEW QUESTION 15**

- (Topic 1)

In the context of the Data Quality Dashboard, what does it mean to have 100% as the score?

- A. All users have successfully logged in
- B. All data has been reviewed by each user
- C. All users have created at least 1 record
- D. All key fields have been populated

**Answer:** D

**NEW QUESTION 18**

CORRECT TEXT - (Topic 1)

List the order in which automation features trigger when a user saves a record.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- System Validation Rules
- 2- AllApex BEFORE Triggers
- 3- Custom Validation Rules
- 4- All Apex AFTER triggers
- 5- Assignment Rules (leads/cases)
- 6- Auto-Response (leads/cases)
- 7- Workflow Rules
- 8- Escalation Rules (cases)
- 9- Post-commit logic (Parent Roll-up Summary fields triggers all of the above on the parent object)

**NEW QUESTION 22**

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 23**

- (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 24**

- (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 25

- (Topic 1)

How many records can be deleted at once using the Mass Delete tool?

- A. 200
- B. 500
- C. 2000
- D. 5000
- E. Unlimited

**Answer:** B

**Explanation:**

Wizards inside SFDC usually have a limit of 500 records. However, the data loader and other ETL tools do not have any limits.

#### NEW QUESTION 26

- (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 28

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 30

CORRECT TEXT - (Topic 1)

List the commonly used API calls

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Create (also known as Insert) Update

Upsert Delete Undelete Query Retrieve

#### 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 34**

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 38**

- (Topic 1)

Referring to other formulas may reduce the 1300 character limit, but it is possible to continue chaining multiple formula fields together indefinitely.

- A. True
- B. False

**Answer:** B

**Explanation:**

This is not possible because the character limit still applies.

1300- Maximum characters s displayed after calculation 3900- Maximum characters allowed in the formula

**NEW QUESTION 40**

- (Topic 1)

You can package standard objects.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 45**

- (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 46**

- (Topic 1)

Validation rules are executed for fields that arc 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 49**

- (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 52**

- (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 57**

- (Topic 1)

How many letters do you have to enter for the auto-complete to work?

- A. 1
- B. 2
- C. 3
- D. 4

**Answer: A**

**Explanation:**

Auto complete will begin to auto prompt on the first keystroke.

**NEW QUESTION 58**

- (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 61**

- (Topic 1)

If a new validation rule is created and there is data already stored that violates the rule, when will Sales force catch the problem?

- A. Immediately
- B. When the record is first viewed
- C. When the record is edited
- D. When the record is edited, then saved
- E. The record is not affected because it was created before the creation of the validation rule.

**Answer: D**

**Explanation:**

When the record is edited, then saved.

Validation rules are enforced when a record is in edit mode, but the validation rules don't fire until the record is finally saved by the end user.

**NEW QUESTION 63**

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 68**



- (Topic 1)

Ideas can be used in the self service portal.

- A. True
- B. False

**Answer:** B

**Explanation:**

Only customer and partner portals can use ideas.

#### NEW QUESTION 72

- (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)

List 6 pieces of functionality that Sales force recommends deploying when implementing localization.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Advanced Currency Management
- 2- Regional Price Books
- 3- Delegated Administration
- 4- Custom Profiles
- 5- Translation Workbench
- 6- Regional Home Page Layouts

#### NEW QUESTION 76

- (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 78

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 82

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 84

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 88

CORRECT TEXT - (Topic 1)

List the "clicks" and "code" options at the 'User Interface 'level.

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Clicks: Apps, Tabs, Page Layouts, Record Types. Code: S-Controls, Web Controls, Visual force

#### NEW QUESTION 92

- (Topic 2)

What type of report drives the User Login dashboard component?

- A. Chatter adoption
- B. User profile report
- C. Admin Login report
- D. This component does not exist for security purposes

**Answer:** C

#### NEW QUESTION 93

- (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 95

- (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 97

- (Topic 2)

What is the maximum number of users that can be tracked in the persistent debug log?

- A. 5
- B. 10
- C. 15
- D. 20

**Answer:** D

**Explanation:**

Debug log is an organization-wide persistent log. It can store debug log for transactions performed by specific users. Logs for up to 20 users can be persisted. Debug Log is available via the Monitoring menu.

#### NEW QUESTION 101

CORRECT TEXT - (Topic 2)

What are the 4 common ways to export data from SFDC?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Reports
- 2- Weekly data exports
- 3- Data Loader/API Applications
- 4- Community Tools  
(Excel connector. Outlook connector)

#### NEW QUESTION 103

- (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 of fit will also be deleted. Furthermore, any dashboard components created from a report based off of a deleted custom report type display an error message when viewed.

#### NEW QUESTION 104

- (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 105

- (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 107

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 111**

- (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 115**

- (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 120**

- (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 122**

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 126**

- (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 129**

- (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 131**

CORRECT TEXT - (Topic 2)

What are the 5 main places you can go to receive support for Apex?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Extensive documentation on the Apex Developer Network site.
- 2- The Eclipse IDE plugin
- 3- Mandatory creation of test scripts that can be run in a development environment
- 4- In the UI
- 5- Sales force support personnel

**NEW QUESTION 134**

- (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 135**

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 137**

CORRECT TEXT - (Topic 2)

What are the recommended steps to protect Sales force users from security concerns such as phishing?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Educate your users
- 2- Identify your primary security contact
- 3- Secure employee systems (including staying current on latest browsers)
- 4- Implement IP restrictions
- 5- Strengthen password requirements
- 6- Require secure sessions
- 7- Decreased session timeouts
- 8- Consider 2factor authentication (RSA token plus user name/pass word), Contact SFDC for help

**NEW QUESTION 138**

- (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 140

- (Topic 2)

Which cannot be customized in Ideas?

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

**Answer:** C

#### NEW QUESTION 142

- (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 145

- (Topic 2)

What are the two keys to setting up Territory Management?

Select all that apply:

- A. Enable customizable forecasting
- B. Advanced currency management
- C. Have an Active Sandbox
- D. Marketing User permission enabled

**Answer:** AC

#### NEW QUESTION 146

- (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 page.

#### NEW QUESTION 149

- (Topic 2)

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

- A. Build a custom button/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 151

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 153

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 158**

CORRECT TEXT - (Topic 2)

When should you consider Opportunity Update Reminders?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- When on PE (no work flow) or it fits the criteria listed below:
- 2- Opportunity triggered on a SCHEDULED basis only (rather than event)
- 3- Limited number of fields in the alert
- 4- Inflexible formatting is okay
- 5- Specifically for opportunities

**NEW QUESTION 161**

- (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 166**

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 168**

- (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 173**

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 176**

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 179**

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 184**

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 187**

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 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**

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 196**

- (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 198**

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 202**

CORRECT TEXT - (Topic 2)

What causes irreversible changes to data via API?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Update
- 2- massdelete

**NEW QUESTION 205**

- (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 210**

- (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 215

- (Topic 2)

What is the total number of personal tags allowed per user?

- A. 100
- B. 200
- C. 300
- D. 400
- E. 500
- F. Unlimited

**Answer:** E

#### NEW QUESTION 216

- (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 221

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 226

- (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 (generally ASP.NET or JSP),
- D. Uses the Force.com API to read or modify SFDC data,
- E. Are generally used for highly customized UI or business logic functionality that cannot be accommodated by s-controls.

**Answer:** B

#### NEW QUESTION 229

- (Topic 2)

When would you use a web application or web control?

- A. When you have a visual force page
- B. When you have a master detail roll-up summary field
- C. When you are integrating with an external system
- D. When you have highly customized UI or business logic functionality that cannot be accommodated by s-controls.

**Answer:** D

#### NEW QUESTION 231

- (Topic 2)

Which of the following are trackable 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 235

- (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 238

- (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 243

- (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 244

- (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 246

- (Topic 3)

With cross-object formula fields, fields can be inserted from objects of which relationship types?

Choose 2 answers.

- A. Master-detail relationships
- B. Roll-up summary relationships
- C. Lookup relationships
- D. Hierarchical Relationships

**Answer:** AC

#### NEW QUESTION 247

- (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 251

- (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 252

- (Topic 3)

What are three types of S-Controls? Choose 3 answers.

- A. FTTTP
- B. HTML
- C. SNIPPET
- D. URL

**Answer:** BCD

#### NEW QUESTION 255

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 256

- (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 258

- (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 possibl
- 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 Off line on several machines at once using the MSI package available under Setup > Desktop Integration > Connect Offline.

**Answer:** CD

#### NEW QUESTION 263

- (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 265

- (Topic 3)

What does Connect for Microsoft Office include? Choose 2 answers.

- A. B.Microsoft Excel add-in.
- B. C.Microsoft Project add-in.
- C. D.MicrosoftPowerPoint add-in.

**Answer:** A

#### NEW QUESTION 267

- (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 269

- (Topic 3)

Which component is part of the Force.com platform?

Choose 3 answers.

- A. Force.com IDE
- B. Sandbox
- C. Metadata API
- D. Workflow process

**Answer:** ABC

#### NEW QUESTION 270

- (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 275

- (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 280

- (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 284

- (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 288

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 289

- (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 290

- (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 ASP.NET 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 291

- (Topic 3)

Who are the three types of users that can grant Sharing privileges on a given record? Select all that apply:

- A. Owner
- B. Anyone higher in the role hierarchy
- C. Systems admin
- D. Group Members
- E. Executives

**Answer:** ABC

#### NEW QUESTION 292

- (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 294

- (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 297

- (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 302

- (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 303

- (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 306

- (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 309

- (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 311

- (Topic 3)

Where is additional information about the Excel-Connector available?

- A. <https://www.apexdevnet.com>
- B. <https://www.salesforce.com/developer>
- C. Help & Training
- D. Ideas Exchange

**Answer:** A

#### NEW QUESTION 316

- (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 321**

- (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 326**

- (Topic 3)

Which would you not find under Setup/ Develop?

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

**Answer:** A

**NEW QUESTION 328**

- (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 330**

- (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 332**

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 334**

- (Topic 3)

To read or modify Sales force data, a web application requires which Sales force technology?

- A. Force.com data loader
- B. Visual force
- C. App Exchange
- D. Web Service API

**Answer:** D

**NEW QUESTION 335**

- (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 338

- (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 343

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 347

- (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 352

- (Topic 3)

Which statement is FALSE regarding Visual force?

- A. Developers can create user interfaces for multiple devices
- B. It is only available in Developer, Enterprise, and Unlimited Editions
- C. It helps to complete the model-view-controller pattern for force.com
- D. Visual force pages experience the same performance as standard Sales force pages.

**Answer:** B

#### NEW QUESTION 354

- (Topic 3)

A business process in which every U.S. based account should fall Into one of six different regions needs to be created. The account field should also be inherited by the Opportunity. How could this be accomplished?

Choose 2 answers.

- A. Validation Rule
- B. Workflow held Update
- C. Formula Field
- D. Assignment Rule

**Answer:** B

#### NEW QUESTION 358

- (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 359

- (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 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 366

- (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 368

- (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 371

- (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 376

- (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 379

- (Topic 3)

Which is NOT an option for customizing Sales force Community?

- A. Half-Life
- B. Categories
- C. Customized page layouts
- D. Customized s earch layouts.

**Answer:** C

**NEW QUESTION 384**

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 388**

- (Topic 3)

Which action is possible with Connect for Lotus Notes and Sales force for Outlook? Choose 3 Answers

- A. Create accounts in Sales force
- B. Synchronize calendar appointments to Sales force
- C. Upload email attachments to Sales force
- D. Synchronize contacts and tasks to Sales force

**Answer:** BCD

**NEW QUESTION 392**

- (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 397**

- (Topic 3)

When are Big Deal Alerts triggered?

- A. Upon the close data of the opportunity
- B. Upon the receipt of an opportunity update reminder
- C. Upon the Amount and Probability field thresholds being achieved
- D. Upon the time- based escalation of an opportunity approval process

**Answer:** C

**NEW QUESTION 402**

- (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 407**

- (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 408**

- (Topic 3)

Which statement is TRUE regarding the order by which Workflow Rules and actions are executed?

Choose 3 Answers

- A. Unlike assignment rules, there is no set order in which workflow rules may be triggered
- B. A user cannot use the system log to track and troubleshoot the execution of workflow triggers.
- C. Workflow actions execute in the following order: field update, task, emails, outbound messaging.

D. Multiple workflow rules are executed upon save resulting in any combination of different actions

**Answer:** ACD

#### NEW QUESTION 411

- (Topic 4)

Which deployment tools allow you to manage changes in a source-code control system? (Select all that apply)

- A. Change sets
- B. Force.com IDE
- C. Force.com Migration Tool

**Answer:** BC

#### NEW QUESTION 415

- (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 420

- (Topic 4)

Validation rules help in business process for ( Select two)

- A. Validating ranges
- B. Validating data types
- C. Validating Page Layouts
- D. Validating Buttons

**Answer:** AB

#### NEW QUESTION 422

- (Topic 4)

On Sales force console if a user want to see more fields in Parent object mini layout while viewing Child Detail Page.

- A. Change Mini Page Layout
- B. Change Page Layout
- C. Change Console Layout
- D. Change Mini Console layout

**Answer:** A

#### NEW QUESTION 423

- (Topic 4)

What is not possible using Declarative Programming language?

- A. Create : Create a new Record
- B. Update : Auto Update the fields in the Record with Dynamic Values
- C. Integration : Send Message to external System
- D. Delete ; Delete existing Record

**Answer:** B

#### NEW QUESTION 425

- (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 430

- (Topic 4)

Assuming that the training sandbox will contain approximately 50M B of production data and be refreshed after every training session, which type of sandbox can be used to train users on new functionality that has recently been deployed to production.

- A. Full Sandbox
- B. Configuration-only
- C. Developer Sandbox

**Answer:** B

#### NEW QUESTION 433

- (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 437

- (Topic 4)

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

- A. An administrator wrote a held 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 440

- (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 445

- (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 446

- (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 448

- (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 452

- (Topic 4)

What is true about Territory Assignment Rule? Choose 2

- A. Rules Run when an Account updated or created via Connect offline
- B. Rules Run If an account created by Sales force Mobile
- C. Rules Run when duplicate accounts merged.
- D. Rules Run when products updated in Opportunity.

**Answer:** BC

#### NEW QUESTION 457

- (Topic 4)

What triggers the Big Deal alert? Select all that apply: Choose 2

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

**Answer:** A

#### NEW QUESTION 459

- (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 461

- (Topic 4)

What functionality can be used to create a new related record when a user saves a record?

- A. Validation rule.
- B. Work flow rule.
- C. Visual force page.
- D. Apex trigger.

**Answer:** D

#### NEW QUESTION 464

- (Topic 4)

Custom Button can be used on

- A. Detail Page layout
- B. Search Layout .List views
- C. Detail Page Layout
- D. Search Layout
- E. List Views

**Answer:** A

#### NEW QUESTION 468

- (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 471

- (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 474**

- (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 475**

- (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 477**

- (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 479**

- (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 480**

- (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 481**

- (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 486**

- (Topic 4)

What is the sequence of Workflow action?

- A. Don't remember wrong options



- B. Field Updat
- C. Task, Email, Outbound Message

**Answer:** B

#### NEW QUESTION 490

- (Topic 4)

Which element would you use to wrap up cross-selling and the call?

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

**Answer:** B

#### NEW QUESTION 495

- (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 496

- (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 501

- (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 505

- (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 507

- (Topic 4)

A Sales force object can exist independent of an application.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 511

- (Topic 4)

What actions occur before a request enters the first approval step?

- A. final approval actions
- B. final rejection actions
- C. Initial submission actions
- D. Step actions



**Answer:** C

**NEW QUESTION 515**

- (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 520**

- (Topic 4)

Delegated Groups Detail can define which of the following EXCEPT:

- A. Delegated Administrators
- B. User Administration (Roles)
- C. User Administration (Roles and Subordinates)
- D. Profiles
- E. Custom Object Administration

**Answer:** B

**NEW QUESTION 525**

- (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 statistic s opportunities fields will be populated for the?

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

**Answer:** A

**NEW QUESTION 529**

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