



Salesforce

Exam Questions ADM-211

Administration Essentials for Experienced Admin

NEW QUESTION 1

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 2

- (Topic 1)

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

- A. True
- B. False

Answer: A

Explanation:

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

NEW QUESTION 3

CORRECT TEXT - (Topic 1)

How can you measure adoption beyond the number of logins?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 4

CORRECT TEXT - (Topic 1)

Describe the difference between an email template and a mail merge template:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Mail Merge - done in outside application, paper-driven
Email Template- sent from the application via email

NEW QUESTION 5

- (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 6

- (Topic 1)

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

- A. True
- B. False

Answer: A

Explanation:

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

NEW QUESTION 7

- (Topic 1)

Is the Data loader fully supported by Sales force?

- A. Yes
- B. No

Answer: A

NEW QUESTION 8

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 9

CORRECT TEXT - (Topic 1)

Describe some techniques for motivating users:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 10

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 10

CORRECT TEXT - (Topic 1)

Describe the difference between a lookup and a master-detail relationship?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Lookup: Creates a relationship that links this object to another object. The relationship field allows users to click on a lookup icon to select a value from a popup list. The other object is the source of the values in the list Master-detail: Creates a special type of parent-child relationship between this object (the child, or "detail") and another object (the parent, or "master").

NEW QUESTION 14

- (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 16

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 number's
- 2- Ask to see 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)

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- All Apex 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 20

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 25

- (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 26

- (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 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 33

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 35

- (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 39

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 43

- (Topic 1)

How often can weekly data export requests be made?

- A. Every 4 days
- B. Every 5 days
- C. Every 6 days
- D. Every 7 days

Answer: C

Explanation:

Requests can be made every 6 days.

NEW QUESTION 44

- (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 45

- (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 47

- (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 54

- (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 55

- (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 56

- (Topic 1)

Choose the correct Answer

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

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

Answer: B

NEW QUESTION 57

- (Topic 1)

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

- A. True
- B. False

Answer: A

Explanation:

But only if granted Full Access to the record.

NEW QUESTION 59

- (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 64

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 67

CORRECT TEXT - (Topic 1)

How do the Excel connector and SFDC reports differ in their support for filter criteria?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Excel Connector: Query is one object per query, using the API. Reports: offer multiple objects, and/or criteria

NEW QUESTION 70

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 71

- (Topic 1)

All editions of sales force can use the data loader

- A. True
- B. False

Answer: B

Explanation:

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

NEW QUESTION 76

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 81

CORRECT TEXT - (Topic 1)

How would an administrator quickly check field accessibility?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 86

- (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 90

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

On the profile:

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

NEW QUESTION 91

CORRECT TEXT - (Topic 2)

When should you consider Opportunity Big Deal Alerts?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- When on PE (no workflow) or it fits the criteria listed below:
- 2- Opportunity triggered on the Amount and Probability field thresholds
- 3- Limited routing functionality is okay
- 4- Specific only to opportunities

NEW QUESTION 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 96

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 98

- (Topic 2)

Which of the following archooks:

Select all that apply:

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

Answer: CD

NEW QUESTION 103

- (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 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 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 110

- (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 I API

Answer: C

NEW QUESTION 113

- (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 118

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 120

- (Topic 2)

Where are Sales force's web services capabilities defined? (2 answers)

- A. Company Information
- B. Subscription Agreement
- C. WSDL
- D. API Documentation

Answer: CD

NEW QUESTION 124

- (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 129

CORRECT TEXT - (Topic 2)

What are 4 common Challenges to going global?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 133

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 136

- (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 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 142

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 145

- (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 148

- (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 150

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 154

- (Topic 2)

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

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

Answer: A

NEW QUESTION 155

- (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 156

- (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 161

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 162

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 164

- (Topic 2)

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

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

Answer: ABC

NEW QUESTION 165

- (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 169

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 174

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 176

- (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 178

- (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 doe
- D. Discover button in app

Answer: D

NEW QUESTION 183

- (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 188

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 191

- (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 195

CORRECT TEXT - (Topic 2)

What is a mobile configuration?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

It defines the set of parameters used to make sales force data available on mobile.

It defines the users/profiles that can access via mobile as well as the data set that is syne'd to mobile devices.

NEW QUESTION 197

- (Topic 2)

Which of the following are best practices towards enhancing productivity? Select all that apply:

- A. Minimize clicks
- B. Inline editing
- C. Tagging
- D. Shortcuts
- E. Roll-up summaries
- F. Cross object formulas
- G. Hotkeys
- H. Auto complete lookups

Answer: ABCDEFGH

NEW QUESTION 201

- (Topic 2)

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

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

Answer: ABC

NEW QUESTION 202

- (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 206

- (Topic 2)

What are the two primary components of the Visual force framework? Select all that apply:

- A. Components
- B. S-Controls
- C. Apex Pages
- D. Controllers
- E. Static Resources

Answer: AD

NEW QUESTION 211

- (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 214

- (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 218

- (Topic 3)

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

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

Answer: B

NEW QUESTION 220

- (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 223

- (Topic 3)

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

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

Answer: BCD

NEW QUESTION 225

- (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 228

- (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 233

- (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 234

- (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 236

- (Topic 3)

When wouldn't you use APEX?

Choose 2

- A. Adding Visual Elements to the UI (Visual Force)
- B. Add Business Logic that only applies when accessing data through the UI
- C. Integrating a third party system that does not support web services
- D. Add functionality to an s-Control or Composite Application to process one record at a time

Answer: AB

NEW QUESTION 239

- (Topic 3)

How many days of Setup Audit History can be downloaded?

- A. 180

- B. 90
- C. 30
- D. 60

Answer: A

NEW QUESTION 240

- (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 245

- (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 248

- (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 251

- (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 253

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 258

- (Topic 3)

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

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

Answer: AC

NEW QUESTION 262

- (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 265

- (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 269

- (Topic 3)

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

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

Answer: B

NEW QUESTION 270

- (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 274

- (Topic 3)

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

- A. Data Loader Export features
- B. Weekly Data Export Service
- C. Web Service API " Get Attachments" method
- D. The App Exchange Attachment Manager application

Answer: B

NEW QUESTION 279

- (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 283

- (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 288

- (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 291

- (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 292

- (Topic 3)

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

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

Answer: B

NEW QUESTION 293

- (Topic 3)

Which would you not find under Setup/ Develop?

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

Answer: A

NEW QUESTION 295

- (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 299

- (Topic 3)

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

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

Answer: A

NEW QUESTION 302

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 303

- (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 304

- (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 306

- (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 308

- (Topic 3)

What is a Data Set?

- A. Profile for Mobile Setup
- B. Change Set
- C. When information is available on your internal server
- D. When information is available on your Sales force Server

Answer: A

NEW QUESTION 310

- (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 314

- (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 316

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 320

- (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 325

- (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 329

- (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 331

- (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 332

- (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 334

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 336

- (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 339

- (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 342

- (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 343

- (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 348

- (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 shared using sharing rules

Answer: AC

NEW QUESTION 350

- (Topic 4)

What is used to manage Content? Choose 2

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

Answer: AD

NEW QUESTION 354

- (Topic 4)

What is possible using Content? Choose 3

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

Answer: BCD

NEW QUESTION 356

- (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 361

- (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 366

- (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 368

- (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 372

- (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 373

- (Topic 4)

Who can publish the article on Knowledge?

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

Answer: A

NEW QUESTION 378

- (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 381

- (Topic 4)

What is not supported by Content?

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

Answer: B

NEW QUESTION 383

- (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 386

- (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 389

- (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 390

- (Topic 4)

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

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

Answer: D

NEW QUESTION 392

- (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 393

- (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 398

- (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 399

- (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 403

- (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 408

- (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 412

- (Topic 4)

A Sales force object can exist independent of an application.

- A. True
- B. False

Answer: A

NEW QUESTION 413

- (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 415

- (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 418

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