



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

- (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 3

CORRECT TEXT - (Topic 1)

Describe the use cases for Delegated Administration

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 4

- (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 5

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 6

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 7

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 8

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 9

- (Topic 1)

Account ID is required on the Opportunity object via the API.

- A. True
- B. False

Answer: B

Explanation:

You do not need the Account ID on the opportunity when accessing through the API.

NEW QUESTION 10

- (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 10

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 15

- (Topic 1)

Steps can be added to an active approval process.

- A. True
- B. False

Answer: B

Explanation:

Steps cannot be added after the process has been activated.

NEW QUESTION 16

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 21

- (Topic 1)

Inline s-controls are hooks for s-controls

- A. True
- B. False

Answer: A

Explanation:

Inline S-Controls are not really S-Controls at all they only appear on detail pages, not edit pages.

NEW QUESTION 23

- (Topic 1)

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

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

Answer: B

Explanation:

Territory hierarchy is about assigning users to opportunities.

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

NEW QUESTION 25

- (Topic 1)

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

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

Answer: AC

NEW QUESTION 27

- (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 30

CORRECT TEXT - (Topic 1)

Name a examples of web applications or web controls:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

X-to-Web Web-to-X

NEW QUESTION 31

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 33

- (Topic 1)

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

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

Answer: C

Explanation:

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

NEW QUESTION 35

- (Topic 2)

Which of the following archetypes:

Select all that apply:

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

Answer: CD

NEW QUESTION 36

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 38

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 42

- (Topic 2)

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

Whether a field is Select all that apply:

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

Answer: ABC

NEW QUESTION 44

- (Topic 2)

What can be customized in content? Select all that apply:

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

Answer: AB

NEW QUESTION 47

- (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 52

- (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 57

- (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 58

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 59

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 63

- (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 64

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 67

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 68

- (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 71

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 74

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 76

- (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 81

- (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 84

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 synced to mobile devices.

NEW QUESTION 86

- (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 91

- (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 96

- (Topic 2)

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

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

Answer: BC

Explanation:

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

NEW QUESTION 97

- (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 101

- (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 102

- (Topic 3)

From which location can an administrator author APEX?

Choose 3 answers.

- A. Sandbox org
- B. Productions org
- C. Profile user interface
- D. Force.com IDE

Answer: ABD

NEW QUESTION 103

- (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 107

- (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 112

- (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 115

- (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 116

- (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 118

- (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 120

- (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 123

- (Topic 3)

Which process CANNOT be automated in Sales force by a system administrator?

- A. Deleting: when any record needs to be removed from the system
- B. Updating, when information needs to dynamically change
- C. Routing: when someone needs to take ownership of an issue
- D. Integrating: when information needs to be passed to a different system

Answer: D

NEW QUESTION 128

- (Topic 3)

What skill set is required to work with outbound messages?

- A. WSDL
- B. APEX Code
- C. Programmatic skill set working with programming languages such as C# or Java
- D. API

Answer: C

NEW QUESTION 131

- (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 132

- (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 133

- (Topic 3)

How do you take away a user's ability to run reports while allowing them to view the report?

- A. Remove the "Run Reports" or "Create and Customize Reports" from their profile.
- B. Adding "Cannot Run Reports" or "Cannot Create and Customize Reports" to their profile.
- C. Adding "Manage User" permissions to their profile.
- D. Remove "View All Data" permission from their profile.

Answer: A

NEW QUESTION 136

- (Topic 3)

What cannot be customized in Content?

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

Answer: C

NEW QUESTION 139

- (Topic 3)

Can Ideas be used in the Self-Service Portal?

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

Answer: B

NEW QUESTION 144

- (Topic 3)

File Attachment count towards complimentary data storage.

- A. True
- B. False

Answer: B

NEW QUESTION 147

- (Topic 3)

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

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

Answer: A

NEW QUESTION 148

- (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 151

- (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 154

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 156

- (Topic 3)

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

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

Answer: D

NEW QUESTION 161

- (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 166

- (Topic 4)

System admin wants to ensure that any user should not be able to edit the Account of other User.

- A. Remove Edit permission from profile
- B. Set OWD for account as private
- C. Set OWD for account as public read

Answer: C

NEW QUESTION 170

- (Topic 4)

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

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

Answer: D

NEW QUESTION 172

- (Topic 4)

What should system admin do while changing wide default sharing model? Choose 2 answer

- A. Export all data using data loader
- B. Define a lockout period
- C. Send email to all employees

Answer: A

NEW QUESTION 176

- (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 180

- (Topic 4)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 183

- (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 186

- (Topic 4)

A Sales force object can exist independent of an application.

- A. True
- B. False

Answer: A

NEW QUESTION 188

- (Topic 4)

What is Force.com Site?

- A. A single custom object hosted by Sales force.com
- B. A single custom webpage hosted by Sales force
- C. A single custom web-to-lead form hosted by Sales force
- D. A single custom web-to-lead WSDL not hosted by Sales force

Answer: B

NEW QUESTION 192

- (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 193

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