



Salesforce

Exam Questions ADM-211

Administration Essentials for Experienced Admin

NEW QUESTION 1

CORRECT TEXT - (Topic 1)

List some of the most commonly used API calls.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Query (Export)
- 2- Retrieve
- 3- Create (Insert)
- 4- Update
- 5- Upsert
- 6- Delete
- 7- Undelete

NEW QUESTION 2

CORRECT TEXT - (Topic 1)

Explain the 4 primary steps in the typical de-dupe process

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Establish what qualifies as a duplicate.
- 2- Find a common identifier.
- 3- Determine which other fields and methods can be used to de-dupe.
- 4- Merge the losing records into the winning record.

NEW QUESTION 3

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 4

- (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 5

- (Topic 1)

The Excel Connector a supported product?

- A. True
- B. False

Answer: B

Explanation:

The excel connector is not supported by SFDC

NEW QUESTION 6

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 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 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 9

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)

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 10

CORRECT TEXT - (Topic 1)

How can you create a separate dashboard for each user and have it only visible to that user?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Clone the dashboard and put it in a separate folder that is only accessible to that user.

NEW QUESTION 14

- (Topic 1)

Duplicate records are more commonly found when using a public sharing model?

- A. True
- B. False

Answer: B

Explanation:

It is more common to have duplicate records using a private sharing model because users can't see records to know if they are already entered and enter them again without knowing they are duplicates.

NEW QUESTION 17

- (Topic 1)

You can specify the criteria for specific objects desired in the weekly data export function?

- A. True
- B. False

Answer: A

Explanation:

You can select the objects and create subsets of data in the weekly export.

NEW QUESTION 21

- (Topic 1)

You can log a case with Sales force to see if an employee exported data within a particular time frame.

- A. True
- B. False

Answer: A

Explanation:

This is called forensic investigation and can be requested via a case.

NEW QUESTION 22

- (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 27

- (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 30

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 31

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 34

- (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 38

- (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 39

- (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 40

- (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 45

- (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 50

- (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 54

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 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)

Personal tags can be viewed by Admins

- A. True
- B. False

Answer: B

Explanation:

Although Admins can enable both public and private tags, Admins can only see public tags

NEW QUESTION 59

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 64

- (Topic 1)

A company called Universal Containers would like to track bugs within Sales force. The company needs to track the bug's severity and type as well as its status and description. Bugs should be related to Cases, but the bug's owner will be different than the owner of the case. How can the Universal Containers administrator meet these requirements?

- A. Create a section on the case page layout
- B. Create a field on cases
- C. Create a custom object for bugs and relate it to cases
- D. Create a relationship between the standard bug object and the standard case object

Answer: C

Explanation:

The relationship would be established using a look up to the cases object so that independent ownership can be established. It will also allow the related bugs to be visible as a related list on the cases screen.

NEW QUESTION 67

CORRECT TEXT - (Topic 1)

32. Describe what Delegated Administrators CANT do:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Create new profiles
- 2- Add fields

NEW QUESTION 68

- (Topic 1)

How many levels deep can cross-object formulas go?

- A. 2
- B. 3
- C. 4
- D. 5
- E. None of the above

Answer: D

Explanation:

Documentation shows 10 unique relationships, but study guide and some community answers show 5.

NEW QUESTION 73

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 74

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 78

- (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 81

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 83

- (Topic 2)

Where can you find the Forcc.com IDE tool?

- A. Setup| Create | Apps
- B. Setup| Create | Packages
- C. Setup |Develop | Tools
- D. Setup Develop | API

Answer: C

NEW QUESTION 86

- (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 89

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 90

- (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 92

- (Topic 2)

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

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

Answer: ABCD

NEW QUESTION 97

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 101

- (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 106

- (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 109

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 113

- (Topic 2)

Which of the following arc standard sales force applications? Select all that apply:

- A. Sales
- B. Call Center
- C. Marketing
- D. Social Media
- E. HR mgmt

Answer: ABC

NEW QUESTION 118

- (Topic 2)

Which cannot be customized in Ideas?

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

Answer: C

NEW QUESTION 119

- (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 123

- (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 124

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 127

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 132

- (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 136

- (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 138

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 140

- (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 144

CORRECT TEXT - (Topic 2)

What are some of the limitations of a Developer org?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

20 MB of file and 20 MB of data 5000 API call/24 hours Partner & Customer Portal Mobile & Platform Licenses

NEW QUESTION 145

- (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 147

- (Topic 2)

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

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

Answer: ABDE

NEW QUESTION 151

- (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 156

- (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 157

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 161

- (Topic 2)

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

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

Answer: BD

NEW QUESTION 163

- (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 164

- (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 169

- (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 173

- (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 178

- (Topic 3)

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

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

Answer: D

NEW QUESTION 181

- (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 186

- (Topic 3)

When should you use APEX to solve a business problem? Choose 2 answers.

- A. When attaching business logic to a web event
- B. When attaching business logic to a data event
- C. When processing one record at a time
- D. When processing multiple records at a time

Answer: BD

NEW QUESTION 190

- (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 192

- (Topic 3)

Adoption dashboards can display.

- A. only users logins and call activity
- B. only call activity and data quality
- C. only standard objects
- D. any reportable metric

Answer: D

NEW QUESTION 194

- (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 196

- (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 197

- (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 202

- (Topic 3)

Which feature can be enabled in a sandbox?
Choose 2 answers.

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

Answer: B

NEW QUESTION 204

- (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 208

- (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 212

- (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 214

- (Topic 3)

If a primary object on a custom report type is a custom object, what happens if the custom object is deleted?

- A. The custom report type will be deleted.
- B. The custom report type will not be deleted.
- C. The custom report type and any reports created from it will be automatically deleted.
- D. The custom report type will be deleted but any reports created from it will remain available.

Answer: C

NEW QUESTION 216

- (Topic 3)

An admin wants to extract and then delete tile 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 220

- (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 222

- (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 t he 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 223

- (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 225

- (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 230

- (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 233

- (Topic 3)

What is an example of Web-to-X usage?

- A. Candidates apply to a position directly on a website and their information is stored in Sales force.
- B. You can update your Company's website from Sales force
- C. You can schedule data updates from your website to Sales force.

Answer: A

NEW QUESTION 235

- (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 239

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 244

- (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 249

- (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 251

- (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 254

- (Topic 3)

When would you use APEX? Choose 2 answers.

- A. When you need to 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 258

- (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 263

- (Topic 3)

Which is NOT an option for customizing Sales force Community?

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

Answer: C

NEW QUESTION 267

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 270

- (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 275

- (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 276

- (Topic 3)
What is DAAS?

- A. Developer Service Training
- B. Development As A Service
- C. Force.com Metadata API
- D. IDE/Code-share

Answer: B

NEW QUESTION 281

- (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 i n 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 286

- (Topic 4)
Which statement is TRUE for a master-detail relationship? Select all that apply.

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

Answer: AC

NEW QUESTION 290

- (Topic 4)
Criteria - Based sharing rules cannot be created for which Object?

- A. Accounts
- B. Opportunities
- C. Cases
- D. Solutions
- E. Contacts
- F. Custom objects

Answer: D

NEW QUESTION 293

- (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 297

- (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 299

- (Topic 4)
What element would you use to set an opportunity name variable t o "Product Promotion"?

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

Answer: C

NEW QUESTION 304

- (Topic 4)

Force.com is multi-tenant. What does this statement mean?

- A. It can share hardware and other infrastructure.
- B. Multiple resources can work on it at the same time.
- C. It can be deployed at multiple locations.
- D. There are multiple features to protect your data.

Answer: A

NEW QUESTION 307

- (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 310

- (Topic 4)

How can Tonya enforce that the Region field contains a value regardless of how the lead is created?

- A. Make the Region field universally required.
- B. Make the Region field required on the page layout.
- C. Create a validation rule on the Region Field.

Answer: C

NEW QUESTION 313

CORRECT TEXT - (Topic 4)

Both a sharing rule and an account team give Jose access to the Dixon Chemical account The sharing rule gives him read access, and the account team gives him read/write access. Will Jose be able to edit the Dixon Chemical account.

- A. Yes
- B. No

Answer: A

NEW QUESTION 314

- (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 319

- (Topic 4)

When would you use a web app or web controls?

- A. Highly customized UI or Business logic functionality that cannot be accommodated by S- Controls
- B. Highly customized UI or Business logic functionality that cannot be accommodated by Visual Force
- C. Highly customized UI or Business logic functionality that cannot be accommodated by custom formula fields
- D. Highly customized UI or Business logic functionality that cannot be accommodated by custom summary fields

Answer: A

NEW QUESTION 323

- (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 328

- (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 333

- (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 337

- (Topic 4)

What is true about Custom Button? Choose 2

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

Answer: AC

NEW QUESTION 339

- (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 341

- (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. VAWC
- D. ISPICKVAL

Answer: BD

NEW QUESTION 345

- (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 348

- (Topic 4)

What is not supported by Content?

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

D. Workflow

Answer: B

NEW QUESTION 350

- (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 352

- (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 355

- (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 360

- (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 361

- (Topic 4)

What are included in Force.com platform? Choose 3

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

Answer: BCD

NEW QUESTION 363

- (Topic 4)

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

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

Answer: D

NEW QUESTION 368

- (Topic 4)

A Sales force object can exist independent of an application.

- A. True
- B. False

Answer: A

NEW QUESTION 370

- (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 374

- (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 378

- (Topic 4)

When configuring Customizable Forecasting, you can set which of the following Forecast Dates for determining which opportunities contribute to the forecast?

- A. Opportunity Close Date Only
- B. Product Date Only
- C. Schedule Date Only
- D. Commit Date
- E. Opportunity Close Date, Product Date, Schedule Date

Answer: E

NEW QUESTION 379

- (Topic 4)

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

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

Answer: A

NEW QUESTION 381

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