

ADM-211 Dumps

Administration Essentials for Experienced Admin

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NEW QUESTION 1

CORRECT TEXT

List some of the most commonly used API calls.

Answer:

Explanation: 1- Query (Export)

2- Retrieve

3- Create (Insert)

4- Update

5- Upsert

6- Delete

7- Undelete

NEW QUESTION 2

CORRECT TEXT

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

Answer:

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

NEW QUESTION 3

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

A. True

B. False

Answer: A

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

NEW QUESTION 4

CORRECT TEXT

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

Answer:

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 5

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

A. Enable Private Tags

B. Enable Public Tags

C. Add Tags to page layouts

D. All of the above

Answer: D

Explanation: Explanation/Reference: Click Your Name | Setup | Customize | Tags| Tag Settings.

Select Enable Personal Tags and Enable Public Tags to allow users to add personal and public tags to records. Deselect both options to disable tags.

Specify which objects and page layouts should display tags in a tag section at the top of record detail pages. The tag section

IS the only way that a user can add tags to a record.

For example, if you only select account page layouts, users in your organization can only tag account records. Additionally,

If you only select account page layouts for personal tags and not public tags, users can only tag account records with personal tags.

NEW QUESTION 6

How many fields can you track per object using Field History Tracking?

A. 5

B. 20

C. 50

D. Unlimited

E. None of the above

Answer: B

Explanation:

You can track up to 20 fields for Field Tracking History. Don't confuse this with Chatter feed notifications which can track more than 20 fields.

NEW QUESTION 7

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 8

_____ is a procedural scripting language that is written in discrete pieces, uses a syntax that looks like Java and acts like database stored procedures, and are executed entirely on the Force.com platform.

- A. S-Controls
- B. HTML
- C. PHP
- D. Ajax
- E. Apex

Answer: E

NEW QUESTION 9

CORRECT TEXT

Describe some techniques for motivating users:

Answer:

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

Controls are no longer supported by SFDC

- A. True
- B. False

Answer: A

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

NEW QUESTION 10

CORRECT TEXT

Name the objects that support field history tracking:

Answer:

Explanation: 1- Data Entry 'Objects: Accounts, Contacts, Opportunities, Leads, Contracts, Cases, Solutions, Custom Objects

2- History Objects: Approval History, limited Campaign Member history (Member First associated, Member First Responded)

3- Salesforce2Salesforce connection history

4- Opportunity Stage History for: Stage, Probability, Amount, Close Date, Last Modified By

NEW QUESTION 12

CORRECT TEXT

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

Answer:

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 17

CORRECT TEXT

Describe some techniques for winning over sales teams?

Answer:

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

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

Answer:

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

NEW QUESTION 23

CORRECT TEXT

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

Answer:

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

NEW QUESTION 24

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 25

CORRECT TEXT

How can you take away a user's ability to run reports while allowing them to view dashboards?

Answer:

Explanation: Remove the "Run Reports" and "Create and Customize Reports" profile permissions. This will still allow the user to view dashboards.

NEW QUESTION 28

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 31

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 35

CORRECT TEXT

Define User Adoption

Answer:

Explanation: User adoption means gaining the trust of users to use the system on a regular basis as intended.

Explanation/Reference:

They will feel that they want to use the system instead of being forced to use it.

NEW QUESTION 37

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

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

Answer: C

Explanation:

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

NEW QUESTION 38

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 40

CORRECT TEXT

Describe the best way to manage Lockout Periods for maintenance?

Answer:

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 43

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

- A. True
- B. False

Answer: A

NEW QUESTION 47

You can package standard objects.

- A. True
- B. False

Answer: B

NEW QUESTION 50

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 51

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 56

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 61

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 62

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 63

A Sales force object can exist independent of an application.

- A. True
- B. False

Answer: A

Explanation:

You do not have to create a custom tab or assign a custom object to an application.

NEW QUESTION 64

CORRECT TEXT

Name a examples of web applications or web controls:

Answer:

Explanation: X-to-Web Web-to-X

NEW QUESTION 65

Apex offers optional creation of test scripts that can be run in a dev environment, in the UI or by sales force support personnel.

- A. True
- B. False

Answer: B

Explanation:

The test scripts are mandatory, not optional

NEW QUESTION 67

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 68

CORRECT TEXT

You can provision multiple Sandbox orgs.
There are 3 different types of sandboxes:

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

Answer: A

NEW QUESTION 69

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 72

CORRECT TEXT

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

Answer:

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 76

How many days of setup audit history can you download?

- A. 7
- B. 30
- C. 90
- D. 180
- E. 365
- F. You can't download this information due to security

Answer: D

NEW QUESTION 78

CORRECT TEXT

How would an administrator quickly check field accessibility?

Answer:

Explanation: 1- Field Accessibility Grid

2- View by: fields, profiles, record type

NEW QUESTION 81

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 82

CORRECT TEXT

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

Answer:

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 83

What arc the two questions that you should ask yourself when trying to decide how to set Organization Wide Default permissionsfor an object?

Select all that apply:

- A. Who is the most restricted user?
- B. Are there objects that should not he viewed/edited by a user?
- C. How often will users change roles?
- D. Who is the least restricted user?

Answer: AB

NEW QUESTION 86

Whicof thefollowing archooks:

Select all that apply:

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

Answer: CD

NEW QUESTION 88

CORRECT TEXT

What is the difference between locking an opportunity using approvals versus changing the record type to a page layout with all read only fields?

Answer:

Explanation: The opportunity becomes "locked" and the lock symbol appears on the opportunity and the edit button is disabled.

Record Type:

The record is read only, but no visual clue as to whether or not anything else is going on (ie approval process)

NEW QUESTION 92

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 93

CORRECT TEXT

What are 3 scenarios when might it be better to use packaging and the App Exchange for testing and deployment?

Answer:

Explanation: 1- Moving from org to org: If a developer has created an entire app and needs to move it into a testing or prod environment.

2- Unmanaged Package changes: If a developer has installed an application from the App Exchange and made modifications.

3- Ad-hoc use: If an administrator or a developer needs to share an application in a more casual setting.

NEW QUESTION 96

CORRECT TEXT

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

Answer:

Explanation: 1- Reports

2- Weekly data exports

3- Data Loader/API Applications

4- Community Tools

(Excel connector. Outlook connector)

NEW QUESTION 101

CORRECT TEXT

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

Answer:

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 103

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 106

CORRECT TEXT

What are the 4 steps in authenticating users when they log into Sales force?

Answer:

Explanation: 1- If the user's login is from a browser that includes a Sales force cookie, the login is allowed. The browser will have the Sales force cookie if the user has previously used that browser to log in to Sales force, and has not cleared the browser cookies.
2- If the user's login is from an IP address in your organization's trusted IP address list, the login is allowed.
3- If the user's login is from neither a trusted IP address nor a browser with a Sales force cookie, the login is blocked.
4- Whenever a login is blocked or returns an API login fault, Sales force must verify the user's identity using a temporary verification code sent to the user's email account.

NEW QUESTION 107

CORRECT TEXT

What can you do with Workflow? (assuming EE edition or higher)

Answer:

Explanation: 1- Alerting
2- Tasking
3- Routing/assigning/escalation
4- Updating
5- Integrating
6- Mass communication

NEW QUESTION 108

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 109

CORRECT TEXT

What are 4 tools available to increase Administrator productivity?

Answer:

Explanation: 1- Schema Extract Tool
2- Explorer
3- Data Loader
4- Force.com Eclipse IDE

NEW QUESTION 110

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 114

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 117

What are the benefits of Apex versus other applications? Select all that apply:

- A. Runs Natively on SFDC servers
- B. Faster than non-server code
- C. Supported by SFDC

Answer: ABC

NEW QUESTION 118

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 121

CORRECT TEXT

What is the save order of processes?

Answer:

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 124

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 127

Where do I add IP addresses to the trusted set?

- A. Setup| Administration Setup |Security Controls| Network Access
- B. Setup| Administration Setup |Company Information
- C. Setup |Administration Setup |Users | Profiles
- D. Setup| Company Information

Answer: A

NEW QUESTION 132

What triggers the Big Deal alert?

Select all that apply:

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

Answer: AD

NEW QUESTION 135

What happens to the non-surviving records after a merge?

- A. Records are permanently deleted
- B. Records are stored in a temporary custom object
- C. Records are sent to the Recycle Bin
- D. Records remain on the winning account record but removed from view

Answer: C

NEW QUESTION 138

Which cannot be customized in Ideas?

- A. Search layouts

- B. Half Life
- C. Page layout
- D. Communities

Answer: C

NEW QUESTION 142

You should rename records before merging.

- A. True
- B. False

Answer: A

Explanation:

It is helpful to rename because you can easily identify the winning record

NEW QUESTION 145

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 148

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 152

Which tools provide SQL-like control in receiving data from Sales force?
Select all that apply:

- A. Reports
- B. Data loader
- C. Excel Connector
- D. Weekly export

Answer: BC

NEW QUESTION 154

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 157

CORRECT TEXT

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 159

CORRECT TEXT

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

Answer:

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

NEW QUESTION 162

What are some of the criteria you can use to identify duplicate records? Select all that apply:

- A. Account Numbers
- B. Descriptions
- C. IDs
- D. Phone numbers
- E. SIC Codes
- F. Addresses
- G. Email Addresses

Answer: ACDFG

Explanation:

B - Descriptions can be anything and will not show unique records.
E-SIC codes can be applied to many records and do not identify unique records.

NEW QUESTION 167

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 loader

Answer: AC

NEW QUESTION 168

CORRECT TEXT

What are some URI-s to stay current with what's happening with SFDC?

Answer:

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 173

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 175

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 179

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 182

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

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

Answer: E

NEW QUESTION 183

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 185

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 189

You can use the Data Loader to extract attachments.

- A. True
- B. False

Answer: B

Explanation:

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

NEW QUESTION 192

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 197

How does an administrator create an opportunity business process that bypasses a sales representative's immediate manager and goes 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 199

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 202

CORRECT TEXT

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

Answer:

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

NEW QUESTION 203

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 205

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 208

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 210

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 212

How many days of Setup Audit History can be downloaded?

- A. 180
- B. 90
- C. 30
- D. 60

Answer: A

NEW QUESTION 214

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 215

How would an administrator ensure that users are not able to edit account records owned by other users?

- A. Set the organization wide default for accounts to Public Read/Write
- B. Remove edit access from the account object on the user profile.
- C. Set the organization wide default for accounts to Public Read Only.
- D. Override the Edit button on the account object with an Apex trigger to limit edit access to account owners only

Answer: C

NEW QUESTION 219

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 223

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 225

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 228

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 229

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 230

An Administrator would like to find out if a former employee has misused company data in Sales force prior to leaving the company. Which method should be used to verify the employee's activity in Sales force?

- A. Log analysis
- B. Setup audit trail
- C. Download full login history
- D. Create a customer report for users.

Answer: A

NEW QUESTION 231

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 233

What is Data Migration?

- A. Transferring data from one organization to another
- B. Transferring data from your company's website to your Sales force instance
- C. Transferring data from your Sales force instance to your company's website.

Answer: A

NEW QUESTION 236

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 238

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 242

What are the four pillars of Sales force Success?

- A. App
- B. Force.com Platform, Community
- C. App Exchange
- D. Apps, Force.com Platform
- E. Community, Ideas
- F. Force.com Platform, Community, Ideas, App Exchange
- G. Apps, Community, App Exchange, Ideas

Answer: A

NEW QUESTION 247

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 248

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 b y calling salesforce.com support

Answer: A

NEW QUESTION 250

Which is NOT a place where Sales force Community can be implemented?

- A. Partner Portal
- B. Customer Portal
- C. Self-Service Portal
- D. Inside the Sales force application

Answer: C

NEW QUESTION 254

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

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

Answer: B

NEW QUESTION 259

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 264

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 265

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 269

File Attachment count towards complimentary data storage.

- A. True
- B. False

Answer: B

NEW QUESTION 273

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 275

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 278

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 281

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 283

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 284

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 286

Why might it be necessary to override buttons that you remove from the page layout?

- A. To preserve screen real estate
- B. Buttons can't be removed
- C. To prevent users from using hot keys or keyboard shortcuts to access the function of the button

Answer: C

NEW QUESTION 289

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 293

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

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

Answer: C

NEW QUESTION 297

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 298

What App Exchange partner allows you to easily web-enable any object without needing to use the API to develop custom web integration?

- A. Sales force-to-Sales force
- B. PLD)you to easily web-enable any object to develop custom web integration Model Metrics Web2Anything
- C. L LPO

Answer: B

NEW QUESTION 301

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 302

Which is NOT a characteristic of a multi-tenant programming language such as Apex?

- A. Governor limits restrict the amount of interactions
- B. Developers can reuse global code written in any org
- C. All code is executed on the same set of Sales force servers
- D. Classes are saved with the version of the API with which they were created

Answer: C

NEW QUESTION 303

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 307

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 309

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 311

Identify the advantages of declarative customization. (Select all the apply.)

- A. Enhance security
- B. Ease of upgrades
- C. Ease of maintenance.
- D. No requirements for programming knowledge
- E. Ability to extend beyond standard functionality

Answer: BCD

NEW QUESTION 312

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 316

What is used to manage Content? Choose 2

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

Answer: AD

NEW QUESTION 317

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 321

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

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

Answer: BC

NEW QUESTION 322

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 325

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 326

What type of information can be recorded in a debug log? (Select all that apply)

- A. Workflow
- B. Data Storage
- C. Validation
- D. Database
- E. License

Answer: ACD

NEW QUESTION 330

Communities are not supported by:

- A. Partner Portal
- B. Customer Portal
- C. Self service Portal
- D. Internal Sales force user

Answer: C

NEW QUESTION 333

Universal container wants to implement a system. There are specific unique values that needs to be related to objects. What is best way to implement it?

- A. Create a custom object and create lookup from other object to it .
- B. Create multiple unique pick list values.

Answer: A

NEW QUESTION 336

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 339

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 342

CORRECT TEXT

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 347

Which element would you use to route the flow differently based on whether the customer is interested in the product promotion, shipping promotion, or not interested?

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

Answer: C

NEW QUESTION 352

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 document
- D. Discover button in application

Answer: B

NEW QUESTION 357

What is true about Custom Button? Choose 2

- A. It is displayed on right side of standard button
- B. It is displayed on top or 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 359

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

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

Answer: A

NEW QUESTION 364

What are some ways to back up your data? Choose 3 answers.

- A. Data Loader (Export feature)
- B. Full data export or weekly data export
- C. Store your data locally
- D. Run Reports

Answer: ABD

NEW QUESTION 369

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 373

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 378

Tom's account page layout makes the Rating field required, but his field-level security settings make the field read-only. Will Tom be able to edit the Rating field?

- A. Yes
- B. No

Answer: B

NEW QUESTION 381

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 384

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 387

Personal tags can be viewed by Admins

- A. True
- B. False

Answer: B

NEW QUESTION 392

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 396

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 399

What is the sequence of Workflow action?

- A. Don't remember wrong options
- B. Field Updat
- C. Task, Email, Outbound Message

Answer: B

NEW QUESTION 404

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

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

Answer: B

NEW QUESTION 408

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 410

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 414

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 415

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 416

Delegated Groups Detail can define which of the following EXCEPT:

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

Answer: B

NEW QUESTION 421

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

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

Answer: A

NEW QUESTION 425

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