

# Salesforce

## Exam Questions ADM-211

Administration Essentials for Experienced Admin



#### NEW QUESTION 1

CORRECT TEXT

Describe some features within web services.

**Answer:**

**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

The API fully respects the security and access protocols configured through Force.com builder.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 3

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 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

CORRECT TEXT

Describe the differences between Visual force and s-controls?

**Answer:**

**Explanation:** S-Controls:  
1- Written in Ajax and run on the client  
2- Hard-coded - can't reuse  
3- Logic and presentation mixed  
Visual Force:  
1- Written in HTML& Apex, run on the server  
2- Component model - can reuse code  
3- Logic and presentation separated

#### NEW QUESTION 6

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

- A. Enable Private Tags
- B. Enable Public Tags
- C. Add Tags to page layouts
- D. All of the above

**Answer:** D

**Explanation:** Explanation/Reference: Click Your Name | Setup | Customize | Tags| Tag Settings.  
Select Enable Personal Tags and Enable Public Tags to allow users to add personal and public tags to records. Deselect both options to disable tags.  
Specify which objects and page layouts should display tags in a tag section at the top of record detail pages. The tag section IS the only way that a user can add tags to a record.  
For example, if you only select account page layouts, users in your organization can only tag account records. Additionally,

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

**NEW QUESTION 7**

CORRECT TEXT

Describe Apex

**Answer:**

**Explanation:** 1- Apex is a procedural scripting language executed byfoix-e.com.

2- It uses a Java-like syntax, acts like database stored procedures.

3- It runs natively on sales force servers, more powerful and faster than non-server code.

4- It adds business logic to most system events - button clicks, related record updates, s- control displays, data loads

**NEW QUESTION 8**

CORRECT TEXT

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

**Answer:**

**Explanation:** Mail Merge - done in outside application, paper-driven

Email Template- sent from the application via email

**NEW QUESTION 9**

S-Controls are only triggered through the user interface.

A. True

B. False

**Answer:** A

**NEW QUESTION 10**

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 10**

The Excel Connector a supported product?

A. True

B. False

**Answer:** B

**Explanation:** The excel connector is not supported by SFDC

**NEW QUESTION 12**

CORRECT TEXT

Describe the use cases for Delegated Administration

**Answer:**

**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 17**

Is the Data loader fully supported by Sales force?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 21**

CORRECT TEXT

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

**Answer:**

**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 25**

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 30**

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 35**

CORRECT TEXT

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

**Answer:**

**Explanation:** Clicks: Workflow, Validation Rules, Assignment Rules.

Code: S-Controls, Web Controls, Apex. Web Services API

**NEW QUESTION 37**

CORRECT TEXT

Describe the differences between Case and an If function?

**Answer:**

**Explanation:** Case Checks a given expression against a series of values. If the expression is equal to a value, returns the corresponding result. If it is not equal to any values, it returns the else \_result

IF Determines if expressions are true or false. Returns a given value if true and another value if false

**NEW QUESTION 41**

CORRECT TEXT

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

**Answer:**

**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 44

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 46

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 50

The Excel Connector can retrieve data from multiple objects (e.g., Accounts, Contacts) in a single query.

- A. True
- B. False

**Answer:** B

**Explanation:** Only one object can be queried at a time.

#### NEW QUESTION 51

All applications downloaded from the App Exchange can be modified once loaded into an org.

- A. True
- B. False

**Answer:** B

**Explanation:**

Only unmanaged packages downloaded from the App Exchange can be modified. Managed packages are unable to be edited or customized.

#### NEW QUESTION 54

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 57

An administrator wrote a field update action for a workflow rule on a field that is hidden via Field-Level Security. When the workflow rule triggers, what happens to the data in the hidden field?

- A. The field will fail to update and remain in its original state.
- B. The field is updated, even though it is hidden.
- C. The field will only update if the rule was triggered by a time-based trigger.

D. The field will only update if the user has "Modify All Data" enabled in the profile.

**Answer:** B

**Explanation:**

Workflow rules run whether or not the end user is able to see the field.

**NEW QUESTION 59**

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 62**

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 65**

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

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

**Answer:** B

**Explanation:**

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

**NEW QUESTION 68**

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 69**

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 72**

CORRECT TEXT

List the commonly used API calls

**Answer:**

**Explanation:** Create (also known as Insert) Update  
Upsert Delete Undelete Query Retrieve

**NEW QUESTION 74**

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 78**

The Schema Extract tool is supported by Sales force.

- A. True
- B. False

**Answer:** B

**Explanation:**

The Schema extract tool is not supported by Sales force

**NEW QUESTION 79**

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

- A. True
- B. False

**Answer:** B

**Explanation:**

This is not possible because the character limit still applies.  
1300- Maximum characters s displayed after calculation 3900- Maximum characters allowed in the formula

**NEW QUESTION 84**

You can package standard objects.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 89**

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 93**

CORRECT TEXT

List some ways that admins can increase user adoption:

**Answer:**

**Explanation:** 1- Measure user adoption (including dashboards)  
2- Motivate users by showing them the value  
3- Use Sales force during meetings  
4- Use Sales force as a Sales Portal  
5- Train the end users

#### NEW QUESTION 96

The Data loader can be used to assign record ownership to inactive users.

- A. True
- B. False

**Answer:** B

**Explanation:**

The data loader can only be used to assign records to active users.

#### NEW QUESTION 99

File attachments count towards the overall data storage limit.

- A. True
- B. False

**Answer:** B

**Explanation:**

File attachments count towards file storage, not data storage. The storage limit is 1GB minimum for data and 11GB minimum for file storage for all editions.

#### NEW QUESTION 100

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 104

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 105

CORRECT TEXT

Describe the properties and considerations for Master Detail Relationship records/fields.

**Answer:**

**Explanation:** The relationship field is required on all detail records.

Once the value of the relationship field has been saved, it cannot be changed.

The ownership and sharing of a detail record are determined by the master record. When a user deletes the master record, all detail records are deleted.

You can create rollup summary fields on the master record to summarize the detail records.

#### NEW QUESTION 110

Ideas can be used in the self service portal.

- A. True
- B. False

**Answer:** B

**Explanation:**

Only customer and partner portals can use ideas.

**NEW QUESTION 115**

All of the following tools assist in auditing EXCEPT:

- A. Reports
- B. Field History
- C. Setup Audit Trail
- D. Page Layout
- E. Dream factory Snapshot

**Answer:** D

**Explanation:**

Page Layout has nothing to do with auditing. However, you can place some history related list on a page layout to display the historical information.

**NEW QUESTION 118**

CORRECT TEXT

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

**Answer:**

**Explanation:** 1- Advanced Currency Management

2- Regional Price Books

3- Delegated Administration

4- Custom Profiles

5- Translation Workbench

6- Regional Home Page Layouts

**NEW QUESTION 121**

\_\_\_\_\_ 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 126**

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 129**

CORRECT TEXT

Name a examples of web applications or web controls:

**Answer:**

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

**NEW QUESTION 132**

CORRECT TEXT

Describe what Delegated Administrators CAN do:

**Answer:**

**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 137**

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 141**

CORRECT TEXT

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

**Answer:**

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

**NEW QUESTION 144**

CORRECT TEXT

32. Describe what Delegated Administrators CANT do:

**Answer:**

**Explanation:** 1- Create new profiles  
2- Add fields

**NEW QUESTION 147**

All editions of sales force can use the data loader

- A. True
- B. False

**Answer:** B

**Explanation:**

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

**NEW QUESTION 152**

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 155**

Once activities are archived, where is the only place you can access them?

- A. You can't access them
- B. Activity History- View AH
- C. Recycle Bin
- D. Activity Reports

E. Archiving of activities does not affect visibility

**Answer:** B

**NEW QUESTION 160**

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 163**

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 166**

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 169**

CORRECT TEXT

What permissions are 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 172**

What type of report drives the User Login dashboard component?

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

**Answer:** C

**NEW QUESTION 175**

CORRECT TEXT

When should you consider Opportunity Big Deal Alerts?

**Answer:**

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

**NEW QUESTION 176**

What are some recommended optional installs from the App Exchange for general implementations?  
Select all that apply:

- A. User Adoption Dashboard
- B. Hotkeys
- C. Mass Delete
- D. All of the above

**Answer:** D

**NEW QUESTION 181**

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

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

**Answer:** AB

**NEW QUESTION 184**

CORRECT TEXT

What do you need to be aware of when overriding a standard button?

**Answer:**

**Explanation:** Overriding a standard button may disable some features like in-line editing

**NEW QUESTION 188**

CORRECT TEXT

What sales force labs dashboards are available for free on App Exchange?

**Answer:**

**Explanation:** 1- Leads and Opportunity Dashboards  
2- Sales Activity Dashboards  
3- PRM Channel Sales  
4- Services and Support  
5- Marketing Target Dashboards  
6- Marketing Metrics Dashboards  
7- Sales KPI Dashboards

**NEW QUESTION 193**

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 197**

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 198

CORRECT TEXT

What causes irreversible changes to data via UI?

**Answer:**

**Explanation:** 1- Changing field data type  
2- Using the import wizard  
3- Mass transfer  
4- Mass delete  
5- Mass reassign Account or Opportunity Teams  
6- Mass update addresses

#### NEW QUESTION 200

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 203

When creating a report based on a Report Type that is a custom object, what happens if you later delete the custom object?

- A. The report type remains
- B. The report type is deleted
- C. The report type and all related reports are deleted
- D. The report type is deleted but all existing reports remain

**Answer:** C

**Explanation:**

When you delete a custom report type, any reports based on it will also be deleted. Furthermore, any dashboard components created from a report based on a deleted custom report type display an error message when viewed.

#### NEW QUESTION 207

What do `{!expressions}` refer to when used in Visualforce components?

- A. Roll-Up summaries
- B. Factorial Equations
- C. Apex Classes
- D. Fields

**Answer:** D

#### NEW QUESTION 210

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

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

**Answer:** CD

#### NEW QUESTION 211

CORRECT TEXT

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

**Answer:**

**Explanation:** 1- If the user's login is from a browser that includes a Salesforce cookie, the login is allowed. The browser will have the Salesforce cookie if the user has previously used that browser to log in to Salesforce, 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 213**

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

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

**Answer:** ABCD

#### **NEW QUESTION 215**

What can be turned on in Sandbox? Select all that apply:

- A. Approval processes
- B. Case escalation rules
- C. Case assignment rules
- D. Oppty reminders

**Answer:** AC

#### **NEW QUESTION 219**

CORRECT TEXT

What are 4 common Challenges to going global?

**Answer:**

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

#### **NEW QUESTION 221**

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 226**

When is it appropriate to use packaging vs the metadata API?

- A. When moving an entire app from one environment to another
- B. If you have made changes to an apex change App
- C. If you share an app in a more casual setting

**Answer:** ABC

#### **NEW QUESTION 231**

What are some metadata attributes that are provided by the Force.com Explorer regarding fields?  
Whether a field is Select all that apply:

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

**Answer:** ABC

#### NEW QUESTION 236

What is the major difference between Apex and other programming languages? Select all that apply:

- A. It is the oldest Programming language
- B. It runs in the client's web browser
- C. It runs natively on SI'DC Servers
- D. It is much faster than other languages

**Answer:** CD

#### NEW QUESTION 239

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 240

CORRECT TEXT

What is the reason you should do discovery in your data management process?

**Answer:**

**Explanation:** You need to analyze the data to find out what information needs to be cleansed and how the data is to be structured. This helps to define the reports and dashboards that will support the business processes you seek to manage.

#### NEW QUESTION 242

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 243

CORRECT TEXT

What are the potential reasons why different people may have different numbers when they create and run reports?

**Answer:**

**Explanation:** They used different criteria:

- 1- Time frames
- 2- My vs all ownership criteria
- 3- Advanced filters

#### NEW QUESTION 246

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 250

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 252

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 256**

What are the two keys to setting up Territory Management?  
Select all that apply:

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

**Answer:** AC

**NEW QUESTION 258**

CORRECT TEXT

What services are included in DaaS?

**Answer:**

**Explanation:** 1- Force.com metadata API

2- Force.com IDE

3- Force.com Sandbox

4- Force.com code share

**NEW QUESTION 260**

CORRECT TEXT

What are some common goals of localization?

**Answer:**

**Explanation:** 1- Regional administration

2- Local messaging

3- Customization based on particular characteristics of each region

**NEW QUESTION 264**

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 265**

CORRECT TEXT

What is the key phrase that executives use to ensure sales people adhere to using sales force?

**Answer:**

**Explanation:** "If it's not in Sales force, it didn't happen."

**NEW QUESTION 270**

CORRECT TEXT

When should you consider Opportunity Update Reminders?

**Answer:**

**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 271**

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 274**

CORRECT TEXT

What are examples of content that can be included in a Visual force page?

**Answer:**

**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 277**

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 282**

CORRECT TEXT

What are the benefits of using Visual force pages over S controls?

**Answer:**

**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 285**

CORRECT TEXT

What does not cause irreversible changes?

**Answer:**

**Explanation:** Changes to the sharing model or sharing rules

**NEW QUESTION 289**

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 293

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 296

CORRECT TEXT

What happens to any field level data related to a losing record during a record merge?

**Answer:**

**Explanation:** If the field is not populated on the winning record, the data will be brought over from the losing record.

### NEW QUESTION 298

What is the one-stop-shop for information about a new release?

A. Gartner News Source

B. Forbes Innovation Magazine

C. Salesforce.com community

D. Partner Portal

**Answer:** C

### NEW QUESTION 300

What is the fastest way to communicate new release information to your end users?

A. Feature detail pages

B. Detailed release notes

C. Admin preview doe

D. Discover button in app

**Answer:** D

### NEW QUESTION 305

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 308

When would you use a web application or web control?

A. When you have a visual force page

B. When you have a master detail roll-up summary field

C. When you are integrating with an external system

D. When you have highly customized UI or business logic functionality that cannot be accommodated by s-controls.

**Answer:** D

### NEW QUESTION 312

CORRECT TEXT

What is a mobile configuration?

**Answer:**

**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 314**

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 319**

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 322**

Which of the following are other approaches to using the built in wizards for mass-deleting records? Select all that apply:

- A. Reports
- B. Weekly Export
- C. Data Loader
- D. Excel Connector

**Answer:** CD

**NEW QUESTION 327**

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 329**

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 333**

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 334**

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 336**

Programmatic features generally consist of hooks and targets. Which of the following are hooks?  
Choose 2 answers

- A. Apex Trigger
- B. Apex Class
- C. Customer Link
- D. Customer Button

**Answer:** CD

**NEW QUESTION 339**

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 342**

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](http://www.salesforce.com)

**Answer:** B

**NEW QUESTION 344**

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 345**

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 348**

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 353**

How many days of Setup Audit History can be downloaded?

- A. 180
- B. 90

- C. 30
- D. 60

**Answer:** A

**NEW QUESTION 354**

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 356**

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 359**

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 360**

Which is NOT a feature of Custom Report Types?

- A. The ability to change the label of a field as it displays on a report.
- B. The option to change the order of fields that display in the fields panel of the report builder.
- C. The ability to add fields related via lookup
- D. The ability to create a calculation across multiple records.

**Answer:** B

**NEW QUESTION 365**

Which of the following are Hooks?

Choose 3 answers

- A. S-Controls
- B. In-line S-Controls
- C. Custom Links
- D. Web Tabs

**Answer:** BCD

**NEW QUESTION 369**

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 372**

What is Data Enrichment?

- A. Improving Existing data by linking additional data services.
- B. Systematic collection or organization and analysis of data
- C. Creating format consistency, removing bad data and consolidating resources.
- D. Identifying and merging duplicate records.

**Answer:** A

#### NEW QUESTION 373

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 376

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 380

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 384

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 387

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 388

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 391

What permission do you need to run the System Debug Log?

- A. System Debug Log
- B. Manage Users
- C. Modify All Data
- D. View All Data

**Answer: D**

#### NEW QUESTION 394

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 395**

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 399**

What are the four pillars of Sales force Success?

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

**Answer:** A

**NEW QUESTION 404**

Which statement is FALSE regarding Visual force?

- A. It allows developers to replace the standard page layouts within the Sales force user interface with completely customer pages.
- B. It uses Apex for advanced business logic.
- C. It is available to users of all editions.
- D. It is available to users of Enterpris
- E. Unlimited, and Developer Edition s Only.

**Answer:** D

**NEW QUESTION 407**

What feature is NOT customizable under the Setup/Develop menu?

- A. Pages
- B. Components
- C. Apps
- D. Apex Classes

**Answer:** C

**NEW QUESTION 409**

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 414**

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 416**

CORRECT TEXT

Why is it important to allow regions to choose their field labels and pick list values?

**Answer:**

**Explanation:** To get regional buy-in, language translation helps to cut down any confusion or discrepancy.

**NEW QUESTION 421**

The Add Time Trigger button is unavailable if which of the following are true? Choose 3 Answers

- A. The rule is activated.
- B. The rule criteria is set to " Every time a record is created or edited"
- C. The rule is deactivated, but has pending actions in the workflow queue
- D. A user defines the time triggers using days or hours as the unit of time

**Answer:** ABC

**NEW QUESTION 424**

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 426**

File Attachment count towards complimentary data storage.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 431**

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 434**

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 437**

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 438**

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 440**

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 445**

Which statement is FALSE regarding Visual force?

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

**Answer:** B

**NEW QUESTION 450**

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 455**

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 458**

When would you use APEX? Choose 2 answers.

- A. When you need t o process one record at a time
- B. If you want to attach business logic to a data event
- C. Use classes when coding APEX that will be used by other developers
- D. When you can use a custom formula field

**Answer:** BC

**NEW QUESTION 462**

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

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

**Answer:** C

**NEW QUESTION 464**

Other than the Mass Delete tool, what is another possible approach for mass deleting? Choose 2 answers.

- A. Data Loader
- B. Excel Connector
- C. Delete Button
- D. Running a Report

**Answer:** AB

**NEW QUESTION 468**

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 471**

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 472**

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

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

**Answer:** BCD

**NEW QUESTION 475**

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 478**

How can Administrators examine what configuration changes have been made?

- A. Setup / Application Setup / Administration / Create / Setup Changes
- B. Use Dream Factory Snapshot or other metadata API-based Tool
- C. Run reports on Last Modified By
- D. Go to a list view

**Answer:** B

**NEW QUESTION 482**

What Objects can the Mass Delete Tool be used with? Choose 3 answers.

- A. Accounts
- B. Solutions
- C. Leads
- D. Custom Objects

**Answer:** ABC

**NEW QUESTION 484**

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 489**

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 492**

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 496**

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 501**

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 504**

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 509**

What is Data Management?

- A. Improving existing data by linking additional data services.
- B. Systematic collection or organization and analysis of data
- C. Creating format consistency, removing bad data and consolidating resources.
- D. Identifying and merging duplicate records,

**Answer:** B

**NEW QUESTION 512**

Universal Containers like to track Application Bugs within Sales force . The company needs to track the bug's severity, type, status and description. Bugs should be related to Cases, but 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

**Answer:** C

**NEW QUESTION 515**

What happens when an administrator create a custom tab for a custom object?  
{Select all that apply}

- A. The custom object has a home page.
- B. Users can search for records of the customer object.

- C. New records of the custom object can only be accessed from the related list on the parent record.
- D. A custom app containing the custom tab is automatically created.
- E. New records of the custom object can be created from the sidebar.

**Answer:** ABE

**NEW QUESTION 520**

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 521**

What is not possible using Declarative Programming language?

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

**Answer:** B

**NEW QUESTION 524**

- A. Which tools can be use to reduce the number of existing duplicate records?
- B. Merge Wizard
- C. Dashboard Pack
- D. App Exchange solutions
- E. Apex Trigger

**Answer:** AC

**NEW QUESTION 529**

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 531**

Where you can see the SFDC release information? Choose 3

- A. App Exchange
- B. Idea Exchange
- C. Success
- D. Salesforce.com

**Answer:** BCD

**NEW QUESTION 532**

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 536**

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 537**

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 540**

Which of the following are true for Territory Management?

- A. The ability to use account criteria to expand a private sharing model.
- B. A territory is a collection of accounts and users where the users have at least read access to the accounts
- C. Territory is collection of accounts and contacts.
- D. There can be only one forecast one user which is independent from territory.
- E. Territory Hierarchy is same as Role Hierarchy.

**Answer:** AB

**NEW QUESTION 542**

What metadata components cannot be deployed to another organization using change sets?  
(Select all that apply)

- A. Approval processes
- B. Custom fields
- C. Page layouts
- D. Assignment rules
- E. Role hierarchy

**Answer:** ADE

**NEW QUESTION 543**

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 544**

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 545**

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 550**

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 554**

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 558**

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 562**

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 566**

What are some differences between Visual Force and S-Controls? Choose the best answer.

- A. Complete control of UI
- B. Complete control of UI, easy to create code, more manageable
- C. Client side
- D. All of the above.

**Answer: B**

**NEW QUESTION 569**

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 572**

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 574**

Personal tags can be viewed by Admins

- A. True
- B. False

**Answer: B**

**NEW QUESTION 575**

What can be customized in content? (choose 2)

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

**Answer: AB**

**NEW QUESTION 576**

An administrator has created a time-based workflow that escalates a Lead record 10 days after it has been created if no updates have occurred. What is the best way for the developer to test that the new time based workflow rule is functioning?

- A. Create a new lead record; view the outbound messages queue
- B. Setup the developer for time-based workflow queue; create a new lead record; view the time-based workflow queue
- C. Create a new lead record; view the time

**Answer: B**

**NEW QUESTION 579**

What tools are available to help troubleshoot issues with an approval process? (Select all that apply)

- A. Approval History related list
- B. Visual force Pages
- C. Sales force email logs
- D. Apex triggers

**Answer: AC**

**NEW QUESTION 580**

Universal Container has a Time based Workflow on Opportunity which has been deactivated by their system admin. Select which is true. Choose 2

- A. All time based action will be removed from the queue as soon as WF deactivated.
- B. Time Action will be removed from the queue once Opportunity related record is deleted
- C. Time Action will be removed from the queue once Opportunity related record is updated
- D. Time Action will be removed from the queue once we

**Answer: BC**

**NEW QUESTION 584**

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 589**

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 590**

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 591**

A Sales force object can exist independent of an application.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 594**

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 597**

By Custom button what all you can call?

- A. VF Controller
- B. Apex Trigger
- C. Apex Class

**Answer: A**

**NEW QUESTION 602**

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

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

**Answer: C**

**NEW QUESTION 606**

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 608**

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 611**

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