

Exam Questions ADM-211

Administration Essentials for Experienced Admin

<https://www.2passeasy.com/dumps/ADM-211/>



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

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 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

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 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

S-Controls are only triggered through the user interface.

A. True

B. False

Answer: A

NEW QUESTION 8

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 9

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 10

_____ 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 10

Is the Data loader fully supported by Sales force?

A. Yes

B. No

Answer: A

NEW QUESTION 12

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 17

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 20

Find the correct sequence of definitions:

- 1- Data migration
 - 2- Data management
 - 3- Data enrichment
 - 4- Data cleansing
 - 5- Data de-duplication
 - A- Creating format consistency, remove bad data, consolidating sources
 - B- process of transferring data from one repository to another
 - C- identifying and merging duplicate records
 - D- systematic collection, organization, and analysis of data
 - E- improving existing data by linking additional data sources
- A 1B, 2D, 3E, 4A, 5C

- A. 1C, 2D, 3E, 4B, 5A
- B. 1A, 2D, 3E, 4C, 5B
- C. 1B, 2D, 3C, 4A, 5E
- D. 1B, 2C, 3D, 4A, 5E

Answer: A

NEW QUESTION 23

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 24

CORRECT TEXT

Describe some feedback mechanisms that can help drive "relentless incrementalism":

Answer:

Explanation: 1- Send out user surveys
2- Use blind surveys
3- Create a user group or committee
4- Tap into exec committees for recommendations
5- Use face-to-face interviews
6- Use Sales force (Ideas, Pollzter, Click Tools).

NEW QUESTION 27

S-Controls are only triggered through the user interface

- A. True
- B. False

Answer: A

NEW QUESTION 32

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 33

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 37

CORRECT TEXT

Describe some results of a sharing model that is too public.

Answer:

Explanation: There is a lot of dirty data. Data can easily be stolen.

NEW QUESTION 38

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 42

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 43

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

- A. True
- B. False

Answer: A

Explanation:

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

NEW QUESTION 46

Because Apex runs in a multitenant environment, the Apex runtime engine strictly enforces a number of ensure that runaway scripts do not monopolize shared resources.

- A. Bandwidth limits
- B. API limits
- C. Data storage limits
- D. Governor limits
- E. Mayoral limits

Answer: D

Explanation:

Governor limits help to ensure the stability and performance of each org inside SFDC shared infrastructure.

NEW QUESTION 50

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 51

CORRECT TEXT

List the commonly used API calls

Answer:

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

NEW QUESTION 56

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 61

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 65

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

- A. True
- B. False

Answer: A

NEW QUESTION 68

You can package standard objects.

- A. True
- B. False

Answer: B

NEW QUESTION 71

How often can weekly data export requests be made?

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

Answer: C

Explanation:

Requests can be made every 6 days.

NEW QUESTION 76

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 80

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 82

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 84

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 85

The Mass Delete tool can be used on any object

- A. True
- B. False

Answer: B

Explanation:

The mass delete tool will only work with standard objects: Accounts, Leads, Activities, Contacts, Cases, Solutions and Products

NEW QUESTION 87

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 89

_____ 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 93

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 96

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 97

CORRECT TEXT

Name a examples of web applications or web controls:

Answer:

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

NEW QUESTION 101

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 105

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 106

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 110

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 111

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 116

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 117

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 118

CORRECT TEXT

List the "clicks" and "code" options at the 'User Interface 'level.

Answer:

Explanation: Clicks: Apps, Tabs, Page Layouts, Record Types. Code: S-Controls, Web Controls, Visual force

NEW QUESTION 123

CORRECT TEXT

What are 2 the ways that Visual pages can be incorporated into the rest of your user interface?

Answer:

Explanation: 1- Tabs 2. Embedded into page layouts

NEW QUESTION 128

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 129

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 131

Which of the following archetypes:

Select all that apply:

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

Answer: CD

NEW QUESTION 133

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 138

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 Oppty Teams
- 6- Mass update addresses

NEW QUESTION 140

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

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

Answer: C

Explanation:

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

NEW QUESTION 143

What is the number one predictor of successful change management?

- A. Cleansed Data
- B. Correct License selection
- C. Executive Sponsorship
- D. Defined Sales Process

Answer: C

Explanation: Executive Sponsorship

NEW QUESTION 145

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

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

Answer: D

NEW QUESTION 146

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 151

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

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

Answer: ABCD

NEW QUESTION 155

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 159

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 162

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 165

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

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

Answer: ABC

NEW QUESTION 167

Which are the four pillars of Sales force success? Select all that apply:

- A. Apps
- B. Forcc.com Platform
- C. Marketing Clout
- D. Community
- E. App exchange

Answer: ABDE

NEW QUESTION 169

CORRECT TEXT

What are the 5 main places you can go to receive support for Apex?

Answer:

- Explanation:** 1- Extensive documentation on the Apex Developer Network site.
2- The Eclipse IDE plugin
3- Mandatory creation of test scripts that can be run in a development environment
4- In the UI
5- Sales force support personnel

NEW QUESTION 170

What arc 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 173

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 177

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 179

CORRECT TEXT

What are the recommended steps to protect Sales force users from security concerns such as phishing?

Answer:

Explanation: 1- Educate your users

- 2- Identify your primary security contact
- 3- Secure employee systems (including staying current on latest browsers)
- 4- Implement IP restrictions
- 5- Strengthen password requirements
- 6- Require secure sessions
- 7- Decreased session timeouts
- 8- Consider 2factor authentication (RSA token plus user name/pass word), Contact SFDC for help

NEW QUESTION 181

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 182

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

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

Answer: ABC

NEW QUESTION 184

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 185

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 188

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 192

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 195

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 198

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 201

Which of the following will make it easier for users to reach merge tools?

- A. Build a custom button/link to the merge wizard
- B. Merge using the KxcelConnector
- C. Be granted delete rights to merge leads
- D. All of the above

Answer: D

NEW QUESTION 204

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 209

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 212

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

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

Answer: ABC

NEW QUESTION 213

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 215

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 216

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 220

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 222

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 227

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 229

CORRECT TEXT

Where is additional information about the Excel Connector available?

Answer:

Explanation: 1- The ADN (App Exchange Developer Network)

2- <http://wiki.apexdevnet.com/index.php/Tools>

NEW QUESTION 230

Which of the following is not a characteristic of web applications or web controls?

- A. Runs on a customer-hosted web server
- B. Runs on SFDC web server
- C. Has a custom VI (gcnrallyASP.NET or JSP),
- D. Uses the Force.com API to read or modify SFDC data,
- E. Are generally used for highly customized UI or business logic functionality that cannot be accommodated by controls.

Answer: B

NEW QUESTION 235

Which of the following are trackable 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 236

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 240

What is the maximum number of objects that can be associated in a custom report type?

- A. 1
- B. 2
- C. 3
- D. 4
- E. You can't create custom report types for multiple objects

Answer: D

Explanation:

You can add up to four objects to a custom report type.

However, some of the object combinations you choose may not be able to reach that limit.

NEW QUESTION 245

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

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

Answer: BC

Explanation: AJAX is required knowledge for SControls, not APEX.

NEW QUESTION 247

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 250

When should you consider the System Debug Log? Choose 3 answers.

- A. Workflow Rules
- B. Custom Formula Fields
- C. Assignment Rules
- D. Escalation Rules

Answer: ACD

NEW QUESTION 254

Which of the following functions may be use to optimize the size of a Formula field? Choose 2 answers

- A. ISPICKVAL function
- B. Case function
- C. Contains function
- D. ISNUMBER function

Answer: BC

NEW QUESTION 256

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

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

Answer: B

NEW QUESTION 261

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 263

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 264

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

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

Answer: BCD

NEW QUESTION 266

Adoption dashboards can display.

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

Answer: D

NEW QUESTION 268

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 273

Which is NOT an option for customizing Sales force Content?

- A. Customer fields
- B. Validation Rules
- C. Workflow Rules
- D. Workspace permissions

Answer: C

NEW QUESTION 278

Where could a user go to find information on upcoming Sales force product releases? Choose 3 answer

- A. App Exchange
- B. Sales force Ideas
- C. CRM Community
- D. www.salesforce.com

Answer: B

NEW QUESTION 282

The IT organization at Universal Containers wants to install a specific version of Force.com Connect Offline on all employee machines and periodically monitor which version of the product employees are using. How can they do this?
Choose 2 answers

- A. This is not possible
- B. Force.com Connect Offline must be installed by each Sales force user.
- C. Administrators in IT can see which version of Force.com Connect Offline that each user has by looking at the user role.
- D. Administrators in IT can monitor the version of Force.com Connect Offline that each user has by looking at the user login history.
- E. Windows Network Administrators can install Force.com Connect Offline on several machines at once using the MSI package available under Setup > Desktop Integration > Connect Offline.

Answer: CD

NEW QUESTION 285

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 290

What can Delegated Administrators cannot do?
Select all that apply Choose 2

- A. Create New Profiles
- B. Assign Profiles
- C. Add fields to page layouts
- D. Create fields

Answer: AD

NEW QUESTION 294

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 298

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 303

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 306

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 310

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 314

CORRECT TEXT

Why is the "My" versus "All" reporting critical to successful global adoption?

Answer:

Explanation: To create as few reports as possible.

The "my" feature automatically limits reports to show each individual users' information. This saves the effort of creating individual reports for each user, then further modified by localization, etc.

NEW QUESTION 316

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 319

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 321

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 326

Which statement is TRUE regarding sandbox? Choose 2 answers

- A. Data and configuration can be pushed from production to sandbox.
- B. Data and configuration is automatically pushed from sandbox to production
- C. There are different types of sandboxes that administrators can access
- D. When data is copied to a sandbox, the email addresses of contacts are automatically changed.

Answer: AC

NEW QUESTION 329

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

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

Answer: B

NEW QUESTION 330

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 332

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 337

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 338

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

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

Answer: A

NEW QUESTION 342

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

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

Answer: C

NEW QUESTION 346

Which would you not find under Setup/ Develop?

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

Answer: A

NEW QUESTION 351

The customer support manager needs to create and edit users that are in a subordinate role. One way to accomplish this is by...

- A. granting login access to the customer support manager
- B. placing the customer support manager in a super user position
- C. giving delegated administrative rights to the customer support manager
- D. creating a sharing rule whereby the customer support manager has edit access to all user records

Answer: C

NEW QUESTION 352

What cannot be customized in Content?

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

Answer: C

NEW QUESTION 354

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 355

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 358

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 359

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 364

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 365

CORRECT TEXT

Scrubbing Sales force data can remove formatting which makes it easier to....

- A. Enrich dirty data
- B. Identify dirty data
- C. Remove dirty data
- D. Cleanse dirty data

Answer: B

NEW QUESTION 370

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 371

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 373

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 377

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 381

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 382

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

- A. True
- B. False

Answer: A

NEW QUESTION 385

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 387

When are Big Deal Alerts triggered?

- A. Upon the close data of the opportunity
- B. Upon the receipt of an opportunity update reminder
- C. Upon the Amount and Probability field thresholds being achieved
- D. Upon the time- based escalation of an opportunity approval process

Answer: C

NEW QUESTION 389

When overriding a standard button that is not the Save button, which feature can be used to replace the standard functionality?

- A. Apex trigger
- B. Apex classes
- C. Visual force pages
- D. Visual force controllers

Answer: C

NEW QUESTION 393

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 395

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 396

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 399

What is used to manage Content? Choose 2

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

Answer: AD

NEW QUESTION 402

Validation rules help in business process for (Select two)

- A. Validating ranges
- B. Validating data types
- C. Validating Page Layouts
- D. Validating Buttons

Answer: AB

NEW QUESTION 403

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 404

On Sales force console if a user want to see more fields in Parent object mini layout while viewing Child Detail Page.

- A. Change Mini Page Layout
- B. Change Page Layout
- C. Change Console Layout
- D. Change Mini Console layout

Answer: A

NEW QUESTION 406

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 409

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

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

Answer: ACD

NEW QUESTION 410

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

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

Answer: A

NEW QUESTION 413

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 417

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 418

When would you use a web app or web controls?

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

Answer: A

NEW QUESTION 423

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 425

Which are not a capability of a delegated administrator?

- A. Create/ edit users and reset passwords
- B. Create custom fields
- C. Create default sales teams
- D. Create personal groups for users
- E. Create Custom Objects
- F. Assign users to specified profiles
- G. Login as a user who has granted login access

Answer: B

NEW QUESTION 430

How many characters a formula field can support (including spaces, return characters, and comments)?

- A. 200
- B. 300
- C. 1900
- D. 3900

Answer: D

NEW QUESTION 433

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 438

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 440

What is true about Territory Assignment Rule? Choose 2

- A. Rules Run when an Account updated or created via Connect offline
- B. Rules Run If an account created by Sales force Mobile
- C. Rules Run when duplicate accounts merged.
- D. Rules Run when products updated in Opportunity.

Answer: BC

NEW QUESTION 444

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 445

Which function can be used to compare the expression or fields with the list of static values.
Choose 2

- A. IS Number
- B. CONTAINS
- C. VAWE
- D. ISPICKVAL

Answer: BD

NEW QUESTION 446

What is a benefit of creating a custom app for users?

- A. Provide users with a place to share and install apps.
- B. Allow users to manage custom objects and tab.
- C. Gives users access to the tabs and records they need.
- D. Differentiates standard and custom objects for users

Answer: C

NEW QUESTION 447

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 452

What can be Alert used for Workflow?

- A. Task Assigning to specific user
- B. Field Update
- C. Opportunity Time Based Escalation
- D. Opportunity Field Update

Answer: A

NEW QUESTION 457

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

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

Answer: A

NEW QUESTION 458

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 461

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 462

Personal tags can be viewed by Admins

- A. True
- B. False

Answer: B

NEW QUESTION 467

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 472

What are included in Force.com platform? Choose 3

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

Answer: BCD

NEW QUESTION 477

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

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

Answer: D

NEW QUESTION 480

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 481

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 486

A Sales force object can exist independent of an application.

- A. True
- B. False

Answer: A

NEW QUESTION 489

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 491

What is Data Enrichment?

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

Answer: A

NEW QUESTION 493

By Custom button what all you can call?

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

Answer: A

NEW QUESTION 497

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 501

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

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

Answer: E

NEW QUESTION 502

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 506

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