

Exam Questions ADM-211

Administration Essentials for Experienced Admin

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NEW QUESTION 1

CORRECT TEXT - (Topic 1)

Describe some features within web services.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- 30+ operations (methods) supported
- 2- Numerous entities (objects) supported
- 3- SOQL (S force Object Query Language)
- 4- SOSL (S force Object Search Language)

NEW QUESTION 2

CORRECT TEXT - (Topic 1)

List some of the most commonly used API calls.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 3

- (Topic 1)

If you implement Territory Management, your role hierarchy will be copied to your Territory structure.

- A. True
- B. False

Answer: B

NEW QUESTION 4

CORRECT TEXT - (Topic 1)

Describe Apex

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Apex is a procedural scripting language executed by the JVM.
- 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 5

- (Topic 1)

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 6

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Lookup: Creates a relationship that links this object to another object. The relationship field allows users to click on a lookup icon to select a value from a popup list. The other object is the source of the values in the list Master-detail: Creates a special type of parent-child relationship between this object (the child, or "detail") and another object (the parent, or "master").

NEW QUESTION 7

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- System Validation Rules
- 2- AllApex 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 8

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 9

- (Topic 1)

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 10

- (Topic 1)

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

- A. True
- B. False

Answer: B

Explanation:

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

NEW QUESTION 10

- (Topic 1)

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

- A. True
- B. False

Answer: B

Explanation:

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

NEW QUESTION 12

- (Topic 1)

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 16

- (Topic 1)

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 21

CORRECT TEXT - (Topic 1)

Describe data "scrubbing":

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Scrubbing is a processed used to help identify dirty data. Explanation/Reference:

The process removes formatting (like in a phone number) to line up data to check for duplicates or bad data.

NEW QUESTION 24

- (Topic 1)

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 27

CORRECT TEXT - (Topic 1)

List the commonly used API calls

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 31

- (Topic 1)

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 36

CORRECT TEXT - (Topic 1)

Describe the best way to manage Lockout Periods for maintenance?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Create a profile that restricts the login hours for all users out during the maintenance session.
- 2- Then use Data Loader to switch everyone back when done.

NEW QUESTION 41

CORRECT TEXT - (Topic 1)

List some ways that admins can increase user adoption:

- A. Mastered
- B. Not Mastered

Answer: A

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 44

- (Topic 1)

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 45

- (Topic 1)

The Mass Delete tool can be used on any object

- A. True
- B. False

Answer: B

Explanation:

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

NEW QUESTION 46

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

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 51

- (Topic 1)

_____ allow developers to completely replace the standard page layouts within the Sales force UI with completely custom pages.

- A. HTML
- B. Apex
- C. S-Controls
- D. Visual force Pages

Answer: D

Explanation:

Visual force pages can incorporate Apex for advanced business logic functionality.

NEW QUESTION 54

- (Topic 1)

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 55

- (Topic 1)

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

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

Answer: C

Explanation:

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

NEW QUESTION 56

- (Topic 1)

How many levels deep can cross-object formulas go?

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

Answer: D

Explanation:

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

NEW QUESTION 59

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Lots of duplicate records
- 2- Users consistently have to manually share records
- 3- There are a large number of sharing rules
- 4- Admins have lots of requests for more record access

NEW QUESTION 60

- (Topic 1)

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 63

CORRECT TEXT - (Topic 2)

What are2 the ways that Visual pages can be incorporated into the rest of your user interface?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Tabs2. Embedded into page layouts

NEW QUESTION 66

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

On the profile:

- 1- Connect for Office: "On, updates w/o alerts" for all clients
- 2- Connect for MS Outlook:"On, updates w/o alerts"

NEW QUESTION 67

- (Topic 2)

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 69

CORRECT TEXT - (Topic 2)

When locking users out of the system for maintenance, what is a key tiling to remember?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Make sure that the Sys Admin Profile is excluded from the Lock-Out period otherwise they will also be locked out.

NEW QUESTION 73

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Moving from org to org: If a developer has created an entire app and needs to move it into a testing or prod environment.
- 2- Unmanaged Package changes: If a developer has installed an application from the App Exchange and made modifications.
- 3- Ad-hoc use: If an administrator or a developer needs to share an application in a more casual setting.

NEW QUESTION 75

CORRECT TEXT - (Topic 2)

What causes irreversible changes to data via UI?

- A. Mastered
- B. Not Mastered

Answer: A

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 77

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Reports
- 2- Weekly data exports
- 3- Data Loader/API Applications
- 4- Community Tools
(Excel connector. Outlook connector)

NEW QUESTION 78

- (Topic 2)

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 79

- (Topic 2)

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 81

- (Topic 2)

Where can you find the Forcc.com IDE tool?

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

Answer: C

NEW QUESTION 82

- (Topic 2)

You should back up your data before changing or deleting data

- A. True
- B. False

Answer: A

Explanation:

It is a best practice to backup your data so if there is an unexpected result, you can always roll back the changes.

NEW QUESTION 83

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 86

- (Topic 2)

Which App Exchange partners allows you to easily web-enable any object without needing to use the API to develop custom web integrations? Select all that apply:

- A. Model Metrics wcb2anything
- B. Veer West form Assembly
- C. Click tools
- D. Vertical Response

Answer: ABC

NEW QUESTION 91

- (Topic 2)

When does knowledge of Apex code become necessary to create a Visual Force page?

- A. When creating custom page layouts
- B. When creating a master roll-up summary
- C. When a custom controller is required
- D. It is always necessary to use Apex code with VF

Answer: C

NEW QUESTION 96

- (Topic 2)

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 101

- (Topic 2)

What are the types of items measured by the Sales force Labs Adoption Dashboards? Select all that apply:

- A. User logins
- B. Closed won opportunities
- C. Call activity
- D. Data quality

Answer: ACD

NEW QUESTION 105

- (Topic 2)

Where do I add IP addresses to the trusted set?

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

Answer: A

NEW QUESTION 107

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

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 110

- (Topic 2)

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 112

- (Topic 2)

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 116

- (Topic 2)

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 120

CORRECT TEXT - (Topic 2)

What services are included in DaaS?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Force.com metadata API
- 2- Force.com IDE
- 3- Force.com Sandbox
- 4- Force.com code share

NEW QUESTION 121

- (Topic 2)

Which are examples of dirty data?

- A. Duplicate Records
- B. Spelling/punctuation mistakes
- C. Incomplete records
- D. Free text spelling errors
- E. All of the above

Answer: E

NEW QUESTION 122

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- VF Tags
- 2- Force.com merge tags
- 3- HTML
- 4- Java
- 5- Flash
- 6- Any other code that can execute within a HTML page

NEW QUESTION 126

CORRECT TEXT - (Topic 2)

What are some of the parameters that should be taken into account when thinking of training?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- WIIFM? "What's in it for me"
- 2- Ongoing Use the app
- 3- Ongoing training
- 4- Tracking training

NEW QUESTION 128

- (Topic 2)

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

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

Answer: ABC

NEW QUESTION 131

CORRECT TEXT - (Topic 2)

What may be the impact of selecting the "next value" in the pick list during a workflow field update?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

If you sort rallies alphabetically, the values above or below may be different for users in other languages and cause a different, undesirable result.

NEW QUESTION 132

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

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 133

- (Topic 2)

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

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

Answer: ABDE

NEW QUESTION 136

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 139

- (Topic 2)

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 141

- (Topic 2)

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

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

Answer: BD

NEW QUESTION 143

- (Topic 2)

Which of the following are track able with the User Login Locations functionality? Select all that apply:

- A. Source IP address
- B. Originated from UI (not available in standard User report)
- C. Login Date

- D. Device Type
- E. Browser

Answer: ABC

NEW QUESTION 144

- (Topic 2)

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 148

- (Topic 3)

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

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

Answer: BC

NEW QUESTION 153

- (Topic 3)

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 155

CORRECT TEXT - (Topic 3)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 160

- (Topic 3)

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

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

Answer: B

NEW QUESTION 161

- (Topic 3)

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 possibl
- 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 Off line on several machines at once using the MSI package available under Setup > Desktop Integration > Connect Offline.

Answer: CD

NEW QUESTION 165

- (Topic 3)

From which location can an administrator author APEX?
Choose 3 answers.

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

Answer: ABD

NEW QUESTION 167

- (Topic 3)

Which should be used when coding Apex if the code is going to be reused by other developers?

- A. Classes
- B. Triggers
- C. Global Groups
- D. Managed Packages

Answer: A

NEW QUESTION 172

- (Topic 3)

Which component is part of the Force.com platform?
Choose 3 answers.

- A. Force.com IDE
- B. Sandbox
- C. Metadata API
- D. Workflow process

Answer: ABC

NEW QUESTION 176

- (Topic 3)

A company has set the organization wide defaults for all objects to private. Which profile setting would allow a user to access all of the accounts within the organization and ONLY the cases they own?

- A. Public for Accounts
- B. Modify All Data
- C. Read for Accounts
- D. View All for Accounts

Answer: D

NEW QUESTION 178

- (Topic 3)

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 181

- (Topic 3)

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 184

- (Topic 3)

What are some symptoms of a sharing model that is too public? Choose 2 answers.

- A. Dirty Data
- B. Lots of Duplicate Records
- C. Data has been stolen
- D. There are a large number of sharing rules in the organization.

Answer: AC

NEW QUESTION 187

- (Topic 3)

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

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

Answer: C

NEW QUESTION 188

- (Topic 3)

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 190

- (Topic 3)

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 193

- (Topic 3)

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 195

- (Topic 3)

What skill set is required to work with outbound messages?

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

Answer: C

NEW QUESTION 200

- (Topic 3)

What should never be done when creating a profile with restricted login settings?

- A. Assign the administrator to this new profile.
- B. Use the Data Loader to update user records to this new profile.
- C. Use the Data Loader to update user records to their original profiles.
- D. Set the login hours of the new profile to prevent logins to the system.

Answer: A

NEW QUESTION 201

- (Topic 3)

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 Enterprise
- E. Unlimited, and Developer Editions Only.

Answer: D

NEW QUESTION 205

- (Topic 3)

An administrator would like to compare a field or expression to a list of static values. Which of the following functions should be used?

- A. ISNUMBER
- B. CONTAINS
- C. TRIM
- D. VALUE

Answer: B

NEW QUESTION 207

- (Topic 3)

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

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

Answer: A

NEW QUESTION 210

- (Topic 3)

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 215

- (Topic 3)

What cannot be customized in Content?

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

Answer: C

NEW QUESTION 218

- (Topic 3)

Can Ideas be used in the Self-Service Portal?

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

Answer: B

NEW QUESTION 220

- (Topic 3)

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

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

Answer: B

NEW QUESTION 221

- (Topic 3)

To read or modify Sales force data, a web application requires which Sales force technology?

- A. Force.com data loader
- B. Visual force
- C. App Exchange
- D. Web Service API

Answer: D

NEW QUESTION 225

- (Topic 3)

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 226

- (Topic 3)

File Attachment count towards complimentary data storage.

- A. True
- B. False

Answer: B

NEW QUESTION 227

- (Topic 3)

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

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

Answer: A

NEW QUESTION 231

- (Topic 3)

A business process in which every U.S. based account should fall Into one of six different regions needs to be created. The account field should also be inherited by the Opportunity. How could this be accomplished?
Choose 2 answers.

- A. Validation Rule
- B. Workflow held Update
- C. Formula Field
- D. Assignment Rule

Answer: B

NEW QUESTION 232

- (Topic 3)

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 236

- (Topic 3)

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 238

- (Topic 3)

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 239

- (Topic 3)

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 241

- (Topic 3)

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 243

- (Topic 3)

What is DAAS?

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

Answer: B

NEW QUESTION 248

- (Topic 4)

What is used to manage Content? Choose 2

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

Answer: AD

NEW QUESTION 251

- (Topic 4)

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

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

Answer: BC

NEW QUESTION 253

- (Topic 4)

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 256

- (Topic 4)

Assuming that the training sandbox will contain approximately 50M B of production data and be refreshed after every training session, which type of sandbox can be used to train users on new functionality that has recently been deployed to production.

- A. Full Sandbox
- B. Configuration-only
- C. Developer Sandbox

Answer: B

NEW QUESTION 259

CORRECT TEXT - (Topic 4)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 261

- (Topic 4)

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 263

- (Topic 4)

What is true about cross object formula fields? (Select 2)

- A. Fields on Parent can be referred
- B. Fields on Grand Parent can be referred
- C. Fields on Parent can be referred only using lookup
- D. Fields on Grand Parent can only be referred using Master Details

Answer: AB

NEW QUESTION 264

- (Topic 4)

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 268

- (Topic 4)

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

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

Answer: D

NEW QUESTION 272

- (Topic 4)

Universal Containers require an approval process on Campaigns where campaigns required approving by Area managers. Once the Campaign submitted for approval which of the following is true?

- A. User can update actual cost in campaign after it is submitted for approval.
- B. User can add campaign members after submitted for approval.
- C. Record is lock for editing and none of above option a and b are possible.
- D. None of above.

Answer: B

NEW QUESTION 276

- (Topic 4)

Who can publish the article on Knowledge?

- A. User with "Manage Article" and CRUD on Article Type
- B. User with Archive Articles in public Group

Answer: A

NEW QUESTION 281

- (Topic 4)

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

Choose 2

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

Answer: BD

NEW QUESTION 282

- (Topic 4)

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

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

Answer: D

NEW QUESTION 285

- (Topic 4)

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 289

- (Topic 4)

What can be Alert used for Workflow?

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

Answer: A

NEW QUESTION 293

- (Topic 4)

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

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

Answer: A

NEW QUESTION 298

- (Topic 4)

Custom Button can be used on

- A. Detail Page layou
- B. Search Layout .List views
- C. Detail Page Layout
- D. Search Layout
- E. List Views

Answer: A

NEW QUESTION 299

- (Topic 4)

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 300

- (Topic 4)

What privileges can be given to delegated administrator? (Select all the apply)

- A. Modify the role hierarchy.
- B. Create and edit users.
- C. Assign users to specified profiles.
- D. Modify profile permissions.
- E. Manage custom objects.

Answer: BCE

NEW QUESTION 304

- (Topic 4)

When add Time Trigger button is disabled {OR When we cannot add Time Trigger in Workflow)?
Choose 3

- A. Every time Record is create d or updated
- B. When Workflow is Active
- C. When Workflow is Inactive
- D. When workflow is Inactive but there is pending action in Queue

Answer: AD

NEW QUESTION 308

- (Topic 4)

Personal tags can be viewed by Admins

- A. True
- B. False

Answer: B

NEW QUESTION 311

- (Topic 4)

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

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

Answer: D

NEW QUESTION 313

- (Topic 4)

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 317

- (Topic 4)

What is an S-Control?

- A. A custom field that has dependent states
- B. A custom web page not hosted by SFDC
- C. Another name for a roll up summary
- D. None of the above

Answer: AB

NEW QUESTION 321

- (Topic 4)

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 325

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