

# Salesforce

## Exam Questions ADM-211

Administration Essentials for Experienced Admin



#### NEW QUESTION 1

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 2

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 3

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 4

- (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 5

- (Topic 1)

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

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

**Answer:** D

#### Explanation:

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

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

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

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

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

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

#### NEW QUESTION 6

CORRECT TEXT - (Topic 1)

Describe Apex

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

- 1- Apex is a procedural scripting language executed by the Salesforce.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 7

- (Topic 1)

\_\_\_\_\_ 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 8

CORRECT TEXT - (Topic 1)

Describe the use cases for Delegated Administration

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Create /edit users and reset passwords  
Create default sales teams  
Create personal groups for users  
Assign users to specified profiles  
Login as a user who has granted login access  
Manage custom objects  
They help to assign routine admin tasks to others  
Take the weight off of other Application

#### NEW QUESTION 9

- (Topic 1)

Roll-up Summary Fields work with Opportunity Line Items to Opportunities?

- A. True
- B. False

**Answer:** A

#### Explanation:

Opportunity Line Items are in a master-detail relationship with Opportunities being the master and Opportunity line items being the child. Roll up summaries are available for the master records in a master-child relationship.

#### NEW QUESTION 10

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Clicks: Workflow, Validation Rules, Assignment Rules.  
Code: S-Controls, Web Controls, Apex. Web Services API

#### NEW QUESTION 10

- (Topic 1)

S-Controls are only triggered through the user interface

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 13

- (Topic 1)

In a global Sales force implementation, all sales teams must use the same sales process.

- A. True
- B. False

**Answer:** B

**Explanation:**

'Sales processes can be created and customized for each different sales team/region, etc.

**NEW QUESTION 18**

CORRECT TEXT - (Topic 1)

Describe some techniques for winning over sales teams?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Know the audience and realize that the driver for sales users is making their number's
- 2- Ask to see planners, notes, etc, and notice what is different between high and low performers
- 3- Examine what they want to track
- 4- Encourage a vision of the left hand knowing what the right is doing
- 5- First step is usually to make information tracking easy by consolidating all in one place

**NEW QUESTION 23**

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- System Validation Rules
- 2- All Apex BEFORE Triggers
- 3- Custom Validation Rules
- 4- All Apex AFTER triggers
- 5- Assignment Rules (leads/cases)
- 6- Auto-Response (leads/cases)
- 7- Workflow Rules
- 8- Escalation Rules (cases)
- 9- Post-commit logic (Parent Roll-up Summary fields triggers all of the above on the parent object)

**NEW QUESTION 28**

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 31**

- (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 35**

- (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 36

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 38

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 43

- (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 48

- (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 49

- (Topic 1)

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 51

- (Topic 1)

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 53**

- (Topic 1)

In Sales force Territory\* Management, a territory hierarchy is different from a role hierarchy in that it...

- A. grants login access to all users in a territory.
- B. supports assigning users to multiple territories.
- C. automatically assigns users to sales teams in the territory.
- D. gives users in a territory full edit access to all accounts in that territory.

**Answer:** B

**Explanation:**

Territory hierarchy is about assigning users to opportunities.

Role hierarchy is about broadening visibility to records up the chain of command so managers can see records owned by their subordinates

#### **NEW QUESTION 56**

- (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 60**

- (Topic 1)

As an end user what are two things you can do in content?

- A. Read
- B. Edit
- C. Subscribe
- D. Post

**Answer:** AC

#### **NEW QUESTION 65**

- (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 66**

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**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 70

- (Topic 1)

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 75

CORRECT TEXT - (Topic 1)

32. Describe what Delegated Administrators CANT do:

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Create new profiles
- 2- Add fields

#### NEW QUESTION 78

- (Topic 1)

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 79

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 83

- (Topic 1)

Apex is client-side

- A. True
- B. False

**Answer:** B

**Explanation:**

Apex is server side,S-Controls are client-side.

#### NEW QUESTION 86

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

#### NEW QUESTION 90

CORRECT TEXT - (Topic 2)

What permissions are 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 94

- (Topic 2)

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 96

- (Topic 2)

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 100

- (Topic 2)

Which of the following are hooks:

Select all that apply:

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

**Answer:** CD

#### NEW QUESTION 101

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

#### 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 ( i.e. approval process)

#### NEW QUESTION 106

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 109**

- (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 110**

- (Topic 2)

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

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

**Answer:** CD

**NEW QUESTION 114**

- (Topic 2)

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 116**

- (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 119**

- (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 123**

- (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 127**

- (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 130**

- (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 133**

- (Topic 2)

What are the ways you can solve a time-based email alert? Select all that apply:

- A. Task
- B. Workflow
- C. Escalation
- D. Trigger

**Answer:** AC

**NEW QUESTION 137**

- (Topic 2)

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 139**

CORRECT TEXT - (Topic 2)

What are some common goals of localization?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Regional administration
- 2- Local messaging
- 3- Customization based on particular characteristics of each region

**NEW QUESTION 142**

CORRECT TEXT - (Topic 2)

When should you consider Opportunity Update Reminders?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- When on PE (no work flow) or it fits the criteria listed below:
- 2- Opportunity triggered on a SCHEDULED basis only (rather than event)
- 3- Limited number of fields in the alert

- 4- Inflexible formatting is okay
- 5- Specifically for opportunities

**NEW QUESTION 145**

- (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 149**

CORRECT TEXT - (Topic 2)

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 150**

CORRECT TEXT - (Topic 2)

What are some of the limitations of a Developer org?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 155**

CORRECT TEXT - (Topic 2)

Where are custom buttons NOT available?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Web to Lead
- 2- Web to Case
- 3- User Object

**NEW QUESTION 157**

CORRECT TEXT - (Topic 2)

What does not cause irreversible changes?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Changes to the sharing model or sharing rules

**NEW QUESTION 158**

- (Topic 2)

What data retrieval method does not require admins to have a deep understanding of the database?

- A. Reports
- B. API
- C. Weekly Export
- D. Data leader

**Answer:** AC

**NEW QUESTION 161**

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 166**

CORRECT TEXT - (Topic 2)

What causes irreversible changes to data via API?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Update
- 2- massdelete

**NEW QUESTION 168**

CORRECT TEXT - (Topic 2)

Where is additional information about the Excel Connector available?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- The ADN (App Exchange Developer Network)
- 2- <http://wiki.apexdevnet.com/index.php/Tools>

**NEW QUESTION 169**

CORRECT TEXT - (Topic 2)

What is a mobile configuration?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

It defines the set of parameters used to make sales force data available on mobile.  
It defines the users/profiles that can access via mobile as well as the data set that is syn'd to mobile devices.

**NEW QUESTION 174**

- (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 178**

- (Topic 2)

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 181**

- (Topic 3)

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 185

- (Topic 3)

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

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

**Answer:** B

#### NEW QUESTION 190

- (Topic 3)

With cross-object formula fields, fields can be inserted from objects of which relationship types?

Choose 2 answers.

- A. Master-detail relationships
- B. Roll-up summary relationships
- C. Lookup relationships
- D. Hierarchical Relationships

**Answer:** AC

#### NEW QUESTION 192

- (Topic 3)

Adoption dashboards can display.

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

**Answer:** D

#### NEW QUESTION 197

- (Topic 3)

Introducing duplicate account records can be hard to control in a private sharing model. The Account Owner Report can be used to view a list of account records in such a sharing model. What is required to run this report?

- A. An administrator enabling this feature in the application
- B. Enabling "Modify All Data" permissions on the user profile
- C. A user to be above an account owner in the role hierarchy
- D. A sharing rule whereby all accounts owned by the entire organ

**Answer:** A

#### NEW QUESTION 202

- (Topic 3)

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 203

- (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 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 204**

- (Topic 3)

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 207**

- (Topic 3)

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 209**

- (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 210**

- (Topic 3)

What are some characteristics of web applications or web controls? Choose 3 answers.

- A. Runs on a customer hosted web server
- B. Has a custom UI (Generally ASPNET or JSP)
- C. It is not possible to incorporate web services API Calls into S-Controls
- D. Are generally used for highly customized UI or Business logic functionality that cannot be accommodated by S-Controls

**Answer:** ABD

**NEW QUESTION 214**

- (Topic 3)

Who are the three types of users that can grant Sharing privileges on a given record? Select all that apply:

- A. Owner
- B. Anyone higher in the role hierarchy
- C. Systems admin
- D. Group Members
- E. Executives

**Answer:** ABC

**NEW QUESTION 216**

- (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 217**

- (Topic 3)

Where within the user interface is the force.com IDE available for download?

- A. Setup > Develop > Components
- B. Setup > Develop > Tools
- C. Setup > Create > Packages

D. Setup > Create > Apps

**Answer:** B

**NEW QUESTION 221**

- (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 226**

- (Topic 3)

Which technology is useful for Visual force controller developers to have experience with? choose2

- A. Java
- B. HTML
- C. Java Script
- D. Java Server Pages

**Answer:** AB

**NEW QUESTION 229**

- (Topic 3)

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 233**

- (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 235**

- (Topic 3)

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

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

**Answer:** C

**NEW QUESTION 236**

- (Topic 3)

What cannot be customized in Content?

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

**Answer:** C

**NEW QUESTION 237**

- (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 238

- (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 239

- (Topic 3)

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 242

- (Topic 3)

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 245

- (Topic 3)

Universal Containers wants all of its sales representatives to use a standard format in Microsoft Word for communicating price quote information to its customers.

- A. Create and upload a sample quote document to the Documents tab; point sales representatives to this document
- B. Create and upload an email template to Sales force; train sales representatives how to leverage it via Connect for Outlook.
- C. Create and upload a mail merge template to Sales force; training sales representatives how to leverage it via connect for outlook

**Answer:** C

#### NEW QUESTION 246

- (Topic 3)

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 248

- (Topic 3)

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 t he user that owns the related account
- D. By the intersection of the user's territory and the account territory

**Answer:** D

#### NEW QUESTION 251



- (Topic 3)

What is a benefit of web services?

- A. 30+ operations or methods supported
- B. Few Objects or Entities supported
- C. WSDL
- D. HTML based

**Answer:** A

#### **NEW QUESTION 255**

- (Topic 4)

What is used to manage Content? Choose 2

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

**Answer:** AD

#### **NEW QUESTION 259**

- (Topic 4)

What is possible using Content? Choose 3

- A. Publish content to company's website
- B. Track Recipient activity
- C. Share content using link with outside your company
- D. Share content inside your organization

**Answer:** BCD

#### **NEW QUESTION 264**

- (Topic 4)

Criteria - Based sharing rules cannot be created for which Object?

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

**Answer:** D

#### **NEW QUESTION 267**

- (Topic 4)

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 271**

- (Topic 4)

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 274**

- (Topic 4)

System admin wants to ensure that any user should not be able to edit the Account of other User.

- A. Remove Edit permission from profile
- B. Set OWD for account as private
- C. Set OWD for account as public read

**Answer:** C

**NEW QUESTION 278**

- (Topic 4)

What element would you use to set an opportunity name variable to "Product Promotion"?

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

**Answer:** C

**NEW QUESTION 279**

- (Topic 4)

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

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

**Answer:** ACD

**NEW QUESTION 283**

- (Topic 4)

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

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

**Answer:** A

**NEW QUESTION 288**

- (Topic 4)

- 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 293**

- (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 297**

- (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 299**

- (Topic 4)

What if million dollar deal and you have to bypass manager and get approval from CEO?

- A. An administrator wrote a held update action for a workflow rule on a field that is hidden via Field-Level Security.

- B. When the
- C. workflow rule triggers, what happens to the data in the hidden field?
- D. The field will fail to update and remain in its original state.
- E. The field is updated, even though it is hidden.
- F. The field will only update if the rule was triggered by a time-based trigger

**Answer:** D

#### NEW QUESTION 302

- (Topic 4)

When would you use a web app or web controls?

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

**Answer:** A

#### NEW QUESTION 307

- (Topic 4)

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 312

- (Topic 4)

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 313

- (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 316

- (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 319

- (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 324**

- (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 325**

- (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 328**

- (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 331**

- (Topic 4)

What functionality can be used to create a new related record when a user saves a record?

- A. Validation rule.
- B. Work flow rule.
- C. Visual force page.
- D. Apex trigger.

**Answer:** D

**NEW QUESTION 334**

- (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 337**

- (Topic 4)

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 338**

- (Topic 4)

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 343**

- (Topic 4)

Suri has the "read" permission for the case object on her profile. A criteria-based sharing rule gives her read/write access to product support cases. Will Suri be able to edit.

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 345**

- (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 348**

- (Topic 4)

What records can be cleaned and enriched using Data.com?  
{Select all that apply.}

- A. Accounts
- B. Contacts
- C. Opportunities
- D. Campaigns
- E. Leads

**Answer:** ABE

**NEW QUESTION 353**

- (Topic 4)

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 356**

- (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 359**

- (Topic 4)

What is Data Enrichment?

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

**Answer:** A

**NEW QUESTION 361**

- (Topic 4)

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

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

**Answer:** E

**NEW QUESTION 364**

- (Topic 4)

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

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

**Answer:** A

**NEW QUESTION 369**

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