



Salesforce

Exam Questions ADM-211

Administration Essentials for Experienced Admin

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NEW QUESTION 1

CORRECT TEXT - (Topic 1)

How can you measure adoption beyond the number of logins?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Track how often users are using new features after training sessions.
- 2- Run spot checks on data, track usage with regards to the financial calendar (last minute entries versus consistent usage).
- 3- Track training sessions in SFDC.

NEW QUESTION 2

- (Topic 1)

The Excel Connector a supported product?

- A. True
- B. False

Answer: B

Explanation:

The excel connector is not supported by SFDC

NEW QUESTION 3

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 4

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 5

- (Topic 1)

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 6

- (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 7

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 8

- (Topic 1)

You can log a case with Sales force to see if an employee exported data within a particular time frame.

- A. True
- B. False

Answer: A

Explanation:

This is called forensic investigation and can be requested via a case.

NEW QUESTION 9

- (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 10

- (Topic 1)

You can package standard objects.

- A. True
- B. False

Answer: B

NEW QUESTION 10

- (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 14

- (Topic 1)

Validation rules are executed for fields that are stored in the object but not part of the displayed page layout.

- A. True

B. False

Answer: A

Explanation:

Validation rules are executed for all fields on an object regardless of whether or not they are displayed on the page layout.

NEW QUESTION 16

- (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 19

CORRECT TEXT - (Topic 1)

List "clicks" and "code options at the 'Data Model level'.

A. Mastered

B. Not Mastered

Answer: A

Explanation:

Clicks: Objects, Fields, Relationships. Code: Web Services API

NEW QUESTION 24

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 29

- (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 31

- (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 36

CORRECT TEXT - (Topic 1)

You can provision multiple Sandbox orgs.

There are 3 different types of sandboxes:

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

Answer: A

NEW QUESTION 40

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 44

- (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 47

- (Topic 1)

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, Summer, Winter All are distributed automatically during a pre-scheduled maintenance window.

NEW QUESTION 49

- (Topic 2)

Which of the following archooks:

Select all that apply:

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

Answer: CD

NEW QUESTION 53

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 58

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 59

- (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 61

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 66

- (Topic 2)

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 class App
- C. If you share an app in a more casual setting

Answer: ABC

NEW QUESTION 70

- (Topic 2)

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

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

Answer: CD

NEW QUESTION 71

- (Topic 2)

What can be customized in content? Select all that apply:

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

Answer: AB

NEW QUESTION 73

CORRECT TEXT - (Topic 2)

What considerations arc there in Workflow trigger order?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

No set order, unlike assignment rules. However, they are processed as follows:

- 1- Field update
- 2- Task
- 3- Emails
- 4- Outbound messaging

NEW QUESTION 75

- (Topic 2)

Which of the following arc 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 80

- (Topic 2)

What arc 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 82

- (Topic 2)

What arc 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 85

- (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 88

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 89

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 94

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 98

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 syne'd to mobile devices.

NEW QUESTION 102

- (Topic 2)

What can the Schema Extract Tool provide the administrator prior to loading data into Sales force?

Select all that apply:

- A. All fields on a given object
- B. Field data types
- C. Location of data on the storage pod
- D. Determine order of data load
- E. Number of records containing data per field

Answer: ABD

NEW QUESTION 106

- (Topic 3)

When requesting a log analysis for Sales force's information Security department, an administrator will NOT get it.

- A. An encrypted version of the log file.
- B. the User ID of the person being investigated,
- C. coaching on how to create the actual view of information
- D. the password to decrypt the log file in the same document as the log file.

Answer: D

NEW QUESTION 108

- (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 109

- (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 114

- (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 118

- (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 122

- (Topic 3)

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 124

- (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 125

- (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 127

- (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 130

- (Topic 3)

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 134

- (Topic 3)

Which of the following is NOT part of the Force.com platform?

- A. App Exchange
- B. Sales force Ideas
- C. User Interface
- D. Global, trusted, secure infrastructure

Answer: D

NEW QUESTION 137

- (Topic 3)

Sales force will automatically archive older activities that meet certain criteria (for example, events with due dates greater than 365 days). Where does a user go to view these records?

- A. Recycle Bin
- B. Activity history related list
- C. Activities home page view
- D. Storage usage link under Setup

Answer: B

NEW QUESTION 141

- (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 144

- (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 146

- (Topic 3)

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 150

- (Topic 3)

Which permission must a user have to trace in real-time using the system log?

- A. "View All Data" permission
- B. "Manage Users" permission
- C. "Manage Call Center" permission
- D. "View Encrypted Data" permission

Answer: A

NEW QUESTION 151

- (Topic 3)

Contact records need to be retrieved that meet the following criteria: all contacts with a mailing address in the state of California or whose last name is equal to Smith. Only the first and last names are needed. An administrator decided to use the Data Loader to retrieve these records using the Export feature. What Sales force Object query Language (SOQL) statement could be used to retrieve the desired records?

- A. Select " California " or " Smith " where last name="
- B. Select first nam
- C. last nam
- D. where last name= "Smith" OR state=" CA"

Answer: B

NEW QUESTION 155

- (Topic 3)

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 156

- (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 157

- (Topic 3)

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 160

- (Topic 3)

What is Data Cleansing?

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

Answer: C

NEW QUESTION 164

- (Topic 4)

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

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

Answer: BCD

NEW QUESTION 167

- (Topic 4)

What is Data Management?

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

Answer: B

NEW QUESTION 170

- (Topic 4)

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

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

Answer: C

NEW QUESTION 175

- (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 179

- (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 182

- (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 187

- (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 190

- (Topic 4)

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 192

- (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 195

- (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 199

- (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 200

- (Topic 4)

Custom Button can be used on

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

Answer: A

NEW QUESTION 202

- (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 207

- (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 211

- (Topic 4)

How can you measure adoptions beyond just logins? Choose 3 answer.

- A. Decrease Login Session Timeouts
- B. Track how often users are using new features after training sessions,
- C. Run spot checks on Data
- D. Track training sessions in SFDC

Answer: BCD

NEW QUESTION 213

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