

# Salesforce

## Exam Questions ADM-211

Administration Essentials for Experienced Admin



#### NEW QUESTION 1

- (Topic 1)

Actions to existing steps can be added to an active approval process?

- A. True
- B. False

**Answer:** A

#### Explanation:

Explanation/Reference: Actions can be added to the existing steps of active approval processes False

#### NEW QUESTION 2

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 3

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Mail Merge - done in outside application, paper-driven  
Email Template- sent from the application via email

#### NEW QUESTION 4

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 5

- (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 6

- (Topic 1)

Controls are no longer supported by SFDC

- A. True
- B. False

**Answer:** A

**Explanation:**

S Controls are being deprecated from the system and phased out. Users that started using SFDC after October 2010 will not see S Controls as an option.

**NEW QUESTION 7**

CORRECT TEXT - (Topic 1)

Name the objects that support field history tracking:

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Data Entry Objects: Accounts, Contacts, Opportunities, Leads, Contracts, Cases, Solutions, Custom Objects
- 2- History Objects: Approval History, limited Campaign Member history (Member First associated, Member First Responded)
- 3- Salesforce2Salesforce connection history
- 4- Opportunity Stage History for: Stage, Probability, Amount, Close Date, Last Modified By

**NEW QUESTION 8**

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Send out user surveys
- 2- Use blind surveys
- 3- Create a user group or committee
- 4- Tap into executive committees for recommendations
- 5- Use face-to-face interviews
- 6- Use Salesforce (Ideas, Pollster, Click Tools).

**NEW QUESTION 9**

- (Topic 1)

In a global Salesforce 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 10**

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 10**

- (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 14**

- (Topic 1)

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

- A. The field will fail to update and remain in its original state.
- B. The field is updated, even though it is hidden.
- C. The field will only update if the rule was triggered by a time-based trigger.
- D. The field will only update if the user has "Modify All Data" enabled in the profile.

**Answer:** B

**Explanation:**

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

#### NEW QUESTION 16

- (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 20

- (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 22

- (Topic 1)

If you could only give one release document to your IT department, which would it be?

- A. Feature detail pages
- B. Detailed release notes
- C. Admin preview doc
- D. Release overview pages

**Answer:** B

#### NEW QUESTION 27

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 29

- (Topic 1)

Inline s-controls are hooks for s-controls

- A. True
- B. False

**Answer:** A

**Explanation:**

Inline S-Controls are not really S-Controls at all they only appear on detail pages, not edit pages.

#### NEW QUESTION 32

- (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 33**

- (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 35**

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 39**

CORRECT TEXT - (Topic 1)

Describe what Delegated Administrators CAN do:

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Create and edit users
- 2- Reset passwords
- 3- Create default sales teams
- 4- Create personal groups for users
- 5- Assign users to profiles
- 6- Login as a user who has granted login access

**NEW QUESTION 41**

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 45**

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

**NEW QUESTION 46**

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 47**

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 51**

- (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 52**

CORRECT TEXT - (Topic 2)

When should you consider Opportunity Big Deal Alerts?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 55**

- (Topic 2)

What is the maximum number of users that can be tracked in the persistent debug log?

- A. 5
- B. 10
- C. 15
- D. 20

**Answer:** D

**Explanation:**

Debug log is an organization-wide persistent log. It can store debug log for transactions performed by specific users. Logs for up to 20 users can be persisted. Debug Log is available via the Monitoring menu.

**NEW QUESTION 56**

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 57**

- (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 60**

- (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 61**

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 65**

- (Topic 2)

What are the three types of S-Controls?

- A. HTML, Component, Controller
- B. A J AX, Component, Controller
- C. HTML, Snippet, URL
- D. AJAX, Snippet, URL

**Answer: C**

**NEW QUESTION 66**

- (Topic 2)

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

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

**Answer:** ABCD

**NEW QUESTION 70**

CORRECT TEXT - (Topic 2)

What can you do with Workflow? (assuming EE edition or higher)

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Alerting
- 2- Tasking
- 3- Routing/assigning/escalation
- 4- Updating
- 5- Integrating
- 6- Mass communication

**NEW QUESTION 75**

- (Topic 2)

What are the two major pieces to most s-controls?

- A. HTML (Visual Presentation)
- B. CSS Style Sheet
- C. Javascript (Function /Code)
- D. IFrame

**Answer:** AC

**NEW QUESTION 80**

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

**Answer:** ABC

**NEW QUESTION 82**

- (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 83**

CORRECT TEXT - (Topic 2)

What considerations are 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 87**

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 88**

- (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 91**

- (Topic 2)

What happens to the record you specify as the loser during a merge?

- A. The record will go to the recycle bin for 30 days.
- B. The record will be immediately deleted
- C. The record will be stored in a hidden object called "merge data"
- D. The record will be stored on the winning record so you can see the audit history

**Answer:** A

**NEW QUESTION 96**

- (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 101**

- (Topic 2)

What triggers the Big Deal alert?

Select all that apply:

- A. Opportunity Amount
- B. Closing Date
- C. Sales process stage
- D. Probability Threshold

**Answer:** AD

**NEW QUESTION 103**

- (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 107**

- (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 109**

- (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 112**

- (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 115**

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 118**

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 122**

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 125**

- (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 130**

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 135**

- (Topic 2)

What are the system prerequisites for Territory Management? Select all that apply:

- A. Customizable Forecasting Enabled
- B. Sales Teams Set up
- C. Marketing Users enabled
- D. Sandbox enabled E, None of the above
- E. All of the above

**Answer:** AD

**Explanation:**

Sales Teams and Marketing user permission do not need to be used for Territorymanagement.

**NEW QUESTION 140**

- (Topic 2)

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

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

**Answer:** B

**NEW QUESTION 144**

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 149**

- (Topic 2)

Which of the following are best practices towards enhancing productivity? Select all that apply:

- A. Minimize clicks
- B. Inline editing
- C. Tagging
- D. Shortcuts
- E. Roll-up summaries
- F. Cross object formulas
- G. Hotkeys
- H. Auto complete lookups

**Answer:** ABCDEFGH

**NEW QUESTION 151**

- (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 152**

- (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 155**

- (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 156**

- (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 157**

- (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 161**

- (Topic 3)

The Force.com Web Service API can help an administrator manage data in a Sales force org by....

Choose 3 Answers

- A. allowing the administrator to mass delete more than 250 records at a time
- B. allowing an administrator to perform mass updates to records to clean up duplicate data
- C. giving the administrator a way to perform incremental backups of the data with the APIs data replication method
- D. allows an administrator to mark certain records stored in Sales force

**Answer:** ABC

**NEW QUESTION 164**

- (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 168**

- (Topic 3)

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

- A. The field will fail to update and remain in its original state.
- B. The field is updated, even though it is hidden
- C. The field will only update if the rule is triggered by a time-based trigger
- D. The field will only update if the user has Modify All Data enabled in the profile.

**Answer: B**

**NEW QUESTION 169**

- (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 170**

- (Topic 3)

When wouldn't you use APEX?

Choose 2

- A. Adding Visual Elements to the UI (Visual Force)
- B. Add Business Logic that only applies when accessing data through the UI
- C. Integrating a third party system that does not support web services
- D. Add functionality to an s-Control or Composite Application to process one record at a time

**Answer: AB**

**NEW QUESTION 175**

- (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 feature can be enabled in a sandbox?

Choose 2 answers.

- A. Case escalation rules
- B. Workflow rules
- C. Opportunity reminders
- D. Case assignment rules

**Answer: B**

**NEW QUESTION 182**

- (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 187**

- (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 189**

- (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 192**

- (Topic 3)

What is the difference between locking an Opportunity with an Approval Process and changing the record type to a page layout with all read-only fields?

- A. When an Opportunity is locked, the submitter can edit it at any time to resubmit the record.
- B. The edit button is disabled and a lock symbol appears on the record if it is submitted to the approval process.
- C. No one can edit the record type with the read only fields and anyone can edit a locked record.
- D. Once de

Answer: B

**NEW QUESTION 194**

- (Topic 3)

What is Data Migration?

- A. Transferring data from one organization to another
- B. Transferring data from your company's website to your Sales force instance
- C. Transferring data from your Sales force instance to your company's website.

Answer: A

**NEW QUESTION 196**

- (Topic 3)

Which technology is useful for Visual force controller developers to have experience with? choose 2

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

Answer: AB

**NEW QUESTION 201**

- (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 204**

- (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 209**

- (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)

Which would you not find under Setup/ Develop?

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

Answer: A

**NEW QUESTION 214**

- (Topic 3)

Which is NOT a place where Sales force Community can be implemented?

- A. Partner Portal
- B. Customer Portal
- C. Self-Service Portal
- D. Inside the Sales force application

Answer: C

**NEW QUESTION 217**

- (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 222**

- (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 225**

- (Topic 3)

File Attachment count towards complimentary data storage.

- A. True
- B. False

Answer: B

**NEW QUESTION 228**

- (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 229**

- (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 230**

- (Topic 3)

Which statement is FALSE regarding Visual force?

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

**Answer: B**

**NEW QUESTION 231**

- (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 233**

- (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 237**

- (Topic 3)

What kind of content can be included in a Visual Force Page? Choose 3 answers.

- A. Visual Force Tag
- B. Force.com Merge tabs.
- C. Personal Tags
- D. HTML
- E. Flas
- F. JAVA

**Answer: ACD**

**NEW QUESTION 242**

- (Topic 3)

Which is NOT an option for customizing Sales force Community?

- A. Half-Life
- B. Categories
- C. Customized page layouts
- D. Customized s earch layouts.

**Answer: C**

**NEW QUESTION 243**

- (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 245**

- (Topic 3)

Which of the following use cases for custom buttons?  
Choose 3 answers.

- A. Perform an action against a list of records
- B. Automate processes
- C. Pre- populate data
- D. Perform a calculation on a report

**Answer:** A

**NEW QUESTION 248**

- (Topic 3)

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

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

**Answer:** C

**NEW QUESTION 252**

- (Topic 3)

Which is NOT a characteristic of a multi-tenant programming language such as Apex?

- A. Governor limits restrict the amount of interactions
- B. Developers can reuse global code written in any org
- C. All code is executed on the same set of Sales force servers
- D. Classes are saved with the version of the API with which they were created

**Answer:** C

**NEW QUESTION 253**

- (Topic 3)

Which statement is TRUE regarding the order by which Workflow Rules and actions are executed?  
Choose 3 Answers

- A. Unlike assignment rules, there is no set order in which workflow rules may be triggered
- B. A user cannot use the system log to track and troubleshoot the execution of workflow triggers.
- C. Workflow actions execute in the following order: field update, task, emails, outbound messaging.
- D. Multiple workflow rules are executed upon save resulting in any combination of different actions

**Answer:** ACD

**NEW QUESTION 255**

- (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 258**

- (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 261**

- (Topic 4)

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

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

**Answer:** A

**NEW QUESTION 263**

- (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 265**

- (Topic 4)

Where you can see the SFDC release information? Choose 3

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

**Answer:** BCD

**NEW QUESTION 268**

- (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 270**

- (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 275**

- (Topic 4)

What is true about Idea Comments?

- A. They are used to vote for new functionality
- B. They are used for points
- C. Admin can get emails based on Comments

**Answer:** C

**NEW QUESTION 279**

- (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 283**

- (Topic 4)

What is not supported by Content?

- A. Custom Field
- B. Custom Page layout
- C. Validation
- D. Workflow

**Answer: B**

**NEW QUESTION 287**

- (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 290**

- (Topic 4)

What are included in Force.com platform? Choose 3

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

**Answer: BCD**

**NEW QUESTION 292**

- (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 295**

- (Topic 4)

A Sales force object can exist independent of an application.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 298**

- (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 statistic s opportunities fields will be populated for the?

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

**Answer: A**

**NEW QUESTION 301**

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