

Salesforce

Exam Questions ADM-211

Administration Essentials for Experienced Admin



NEW QUESTION 1

CORRECT TEXT - (Topic 1)

List some of the most commonly used API calls.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 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

- (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 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

- (Topic 1)

S-Controls are only triggered through the user interface.

- A. True

B. False

Answer: A

NEW QUESTION 7

- (Topic 1)

The system administrator profile can be modified to restrict permissions to view and modify data

A. True

B. False

Answer: B

Explanation:

System Administrator is a Standard profile and cannot be modified.

NEW QUESTION 8

- (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 9

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 10

CORRECT TEXT - (Topic 1)

Describe some ways you can proactively make sure quality data is entered into the system.

A. Mastered

B. Not Mastered

Answer: A

Explanation:

1- Enforce Validation rules
2- Use custom lookup fields, workflow field updates, record types and page layouts to streamline data entry
3- Build reports that monitor data entry

NEW QUESTION 10

- (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 13

- (Topic 1)

Find the correct sequence of definitions:

1- Data migration

2- Data management

3- Data enrichment

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

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

Answer: A

NEW QUESTION 18

CORRECT TEXT - (Topic 1)

Describe the differences between Case and an If function?

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Case Checks a given expression against a series of values. If the expression is equal to a value, returns the corresponding result. If it is not equal to any values, it returns the else _result

IF Determines if expressions are true or false. Returns a given value if true and another value if false

NEW QUESTION 22

CORRECT TEXT - (Topic 1)

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

A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 27

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 exec committees for recommendations
5- Use face-to-face interviews
6- Use Sales force (Ideas, Pollzter, Click Tools).

NEW QUESTION 32

- (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 36

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 41

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 44

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 46

- (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 50

- (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 55

- (Topic 1)

A developer wants to create a mashup to display a contact's location using Google Maps. Which of the following is not a necessary step in developing this mashup?

- A. Deciding on the parameters needed for submission.
- B. Creating an S-control to pass the URL to Google Maps.
- C. Creating a URL with merge fields to pass to Google Maps.

D. Coding the HTML/JavaScript in an S-control to retrieve the results.

Answer: D

NEW QUESTION 60

- (Topic 1)

How many records can be deleted at once using the Mass Delete tool?

- A. 200
- B. 500
- C. 2000
- D. 5000
- E. Unlimited

Answer: B

Explanation:

Wizards inside SFDC usually have a limit of 500 records. However, the data loader and other ETL tools do not have any limits.

NEW QUESTION 61

- (Topic 1)

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

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

Answer: D

Explanation:

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

NEW QUESTION 65

- (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 68

- (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 71

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 72

- (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 76

- (Topic 1)

How many characters can a formula field contain? Select all that apply:

- A. 200
- B. 500
- C. 1000
- D. 3900

Answer: D

Explanation:

To optimize, use CONTAINS first, then CASE, then IF.

NEW QUESTION 77

CORRECT TEXT - (Topic 1)

List some ways that admins can increase user adoption:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Measure user adoption (including dashboards)
- 2- Motivate users by showing them the value
- 3- Use Sales force during meetings
- 4- Use Sales force as a Sales Portal
- 5- Train the end users

NEW QUESTION 80

- (Topic 1)

File attachments count towards the overall data storage limit.

- A. True
- B. False

Answer: B

Explanation:

File attachments count towards file storage, not data storage. The storage limit is 1GB minimum for data and 11GB minimum for file storage for all editions.

NEW QUESTION 84

- (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 86

- (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 91

- (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 93

- (Topic 1)

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

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

Answer: D

Explanation:

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

NEW QUESTION 96

- (Topic 1)

A Sales force object can exist independent of an application.

- A. True
- B. False

Answer: A

Explanation:

You do not have to create a custom tab or assign a custom object to an application.

NEW QUESTION 98

CORRECT TEXT - (Topic 1)

Name a examples of web applications or web controls:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

X-to-Web Web-to-X

NEW QUESTION 103

- (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 104

CORRECT TEXT - (Topic 1)

Describe how can you use Excel Connector in conjunction with custom reports to get the data you want?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Run the report from Excel using Connect for Office, then
- 2- Use the Excel Connector to manipulate and update data

NEW QUESTION 106

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 107

- (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 109

- (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 112

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

On the profile:

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

NEW QUESTION 114

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 116

- (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 119

CORRECT TEXT - (Topic 2)

What do you need to be aware of when overriding a standard button?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Overriding a standard button may disable some features like in-line editing

NEW QUESTION 120

CORRECT TEXT - (Topic 2)

What sales force labs dashboards are available for free on App Exchange?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Leads and Opportunity Dashboards
- 2- Sales Activity Dashboards
- 3- PRM Channel Sales
- 4- Services and Support
- 5- Marketing Target Dashboards
- 6- Marketing Metrics Dashboards
- 7- Sales KPI Dashboards

NEW QUESTION 125

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

NEW QUESTION 130

- (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 131

- (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 136

- (Topic 2)

You should back up your data before changing or deleting data

- A. True
- B. False

Answer: A

Explanation:

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

NEW QUESTION 137

- (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 140

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 144

- (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 145

- (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 148

CORRECT TEXT - (Topic 2)

What is the reason you should do discovery in your data management process?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

You need to analyze the data to find out what information needs to be cleansed and how the data is to be structured. This helps to define the reports and dashboards that will support the business processes you seek to manage.

NEW QUESTION 152

- (Topic 2)

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

- A. Apps
- B. Force.com Platform
- C. Marketing Cloud
- D. Community
- E. App exchange

Answer: ABDE

NEW QUESTION 154

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 158

- (Topic 2)

What are the benefits of Apex versus other applications? Select all that apply:

- A. Runs Natively on SFDC servers
- B. Faster than non-server code
- C. Supported by SFDC

Answer: ABC

NEW QUESTION 161

- (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 164

- (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 165

- (Topic 2)

What happens to the non-surviving records after a merge?

- A. Records are permanently deleted
- B. Records are stored in a temporary custom object
- C. Records are sent to the Recycle Bin
- D. Records remain on the winning account record but removed from view

Answer: C

NEW QUESTION 169

- (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 174

- (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 177

CORRECT TEXT - (Topic 2)

What services are included in DaaS?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 180

- (Topic 2)

What is an S-Control?

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

Answer: B

Explanation:

It is used to bring custom elements into a page layout or visual force page.

NEW QUESTION 184

- (Topic 2)

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

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

Answer: D

NEW QUESTION 187

CORRECT TEXT - (Topic 2)

When should you consider System Debug Log?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

(Requires View All Data profile permission)
1- To see behind-the-scenes details Of Apex
2- Validation rules
3- Workflow rules
4- Approval processes
5- Assignment rules
6- Auto-response rules
7- Escalation rules

NEW QUESTION 191

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 195

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 197

- (Topic 2)

What are some of the criteria you can use to identify duplicate records? Select all that apply:

- A. Account Numbers
- B. Descriptions
- C. IDs
- D. Phone numbers
- E. SIC Codes
- F. Addresses
- G. Email Addresses

Answer: ACDFG

Explanation:

B - Descriptions can be anything and will not show unique records.
E-SIC codes can be applied to many records and do not identify unique records.

NEW QUESTION 200

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

1- Trust, sales force.com
2- SFDC community

- 3- Idea Exchange
- 4- Release overview pages
- 5- Feature detail pages
- 6- Detailed release notes
- 7- Admin preview doc
- 8- Discover button in app
- 9- Official SFDC blog

NEW QUESTION 201

- (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 202

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 206

- (Topic 2)

What is the one-stop-shop for information about a new release?

- A. Gartner News Source
- B. Forbes Innovation Magazine
- C. Salesforce.com community
- D. Partner Portal

Answer: C

NEW QUESTION 208

- (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 211

- (Topic 2)

When would you use a web application or web control?

- A. When you have a visual force page
- B. When you have a master detail roll-up summary field
- C. When you are integrating with an external system
- D. When you have highly customized UI or business logic functionality that cannot be accommodated by s-controls.

Answer: D

NEW QUESTION 216

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 220

- (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 223

- (Topic 2)

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

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

Answer: ABC

NEW QUESTION 228

- (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 231

- (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 232

- (Topic 2)

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

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

Answer: BC

Explanation:

A.IAX is required knowledge for SControls, not APEX.

NEW QUESTION 233

- (Topic 2)

What are the two primary components of the Visual force framework? Select all that apply:

- A. Components

- B. S-Controls
- C. Apex Pages
- D. Controllers
- E. Static Resources

Answer: AD

NEW QUESTION 237

- (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 242

- (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 247

- (Topic 3)

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

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

Answer: BCD

NEW QUESTION 248

- (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 249

CORRECT TEXT - (Topic 3)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 250

- (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 251

- (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 253

- (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 258

- (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 261

- (Topic 3)

Which component is part of the Force.com platform?

Choose 3 answers.

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

Answer: ABC

NEW QUESTION 262

- (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 264

- (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 266

- (Topic 3)

How would an administrator ensure that users are not able to edit account records owned by other users?

- A. Set the organization wide default for accounts to Public Read/Write
- B. Remove edit access from the account object on the user profile.
- C. Set the organization wide default for accounts to Public Read Only.

D. Override the Edit button on the account object with an Apex trigger to limit edit access to account owners only

Answer: C

NEW QUESTION 267

- (Topic 3)

Sales force Territory Management...

- A. Works in parallel with other sharing functionality.
- B. Is based on the characteristics of opportunity records.
- C. Can only be enabled if Customizable Forecasting is disabled.
- D. Does not work when the Organization Wide Default for Accounts is set to Private.

Answer: A

NEW QUESTION 269

- (Topic 3)

Which process CANNOT be automated in Sales force by a system administrator?

- A. Deleting: when any record needs to be removed from the system
- B. Updating, when information needs to dynamically change
- C. Routing: when someone needs to take ownership of an issue
- D. Integrating: when information needs to be passed to a different system

Answer: D

NEW QUESTION 270

- (Topic 3)

An Administrator would like to find out if a former employee has misused company data in Sales force prior to leaving the company. Which method should be used to verify the employee's activity in Sales force?

- A. Log analysis
- B. Setup audit trail
- C. Download full login history
- D. Create a customer report for users.

Answer: A

NEW QUESTION 271

- (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 274

- (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 277

- (Topic 3)

Where is additional information about the Excel-Connector available?

- A. <https://www.apexdevnet.com>
- B. <https://www.salesforce.com/developer>
- C. Help & Training
- D. Ideas Exchange

Answer: A

NEW QUESTION 279

- (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 284

- (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 287

- (Topic 3)

What are the symptoms of a sharing model that is too private? Select all that apply.

- A. Lots of duplicate records.
- B. Users always have to manually share records.
- C. There are a large number of sharing rules in the organization
- D. Administrators have a lot of requests for more record access E) Only A, C, and D

Answer: ABC

NEW QUESTION 292

- (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 297

- (Topic 3)

What are the two major pieces to S-Controls?

- A. Hooks and Controllers
- B. Controllers and Protectors
- C. HTML & Java Script
- D. Visual Presentation & Functional/code

Answer: C

NEW QUESTION 299

- (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 301

- (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 306

- (Topic 3)

When would you use APEX? Choose 2 answers.

- A. When you need to 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 309

- (Topic 3)

Universal Containers would like to build a recruiting application. They need to track open positions and the attributes of those positions as well as candidates applying for those positions and the attributes of the candidate. What should an administrator do to track this information?

- A. Create a custom field for positions.
- B. Create a custom field for candidates.
- C. Create a custom object for positions and a custom object for candidates and relate the two objects.
- D. Create a

Answer: C

NEW QUESTION 310

- (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. Flashes
- F. JAVA

Answer: ACD

NEW QUESTION 311

- (Topic 3)

Which is NOT an option for customizing Salesforce Community?

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

Answer: C

NEW QUESTION 313

- (Topic 3)

Which action is possible with Connect for Lotus Notes and Salesforce for Outlook? Choose 3 Answers

- A. Create accounts in Salesforce
- B. Synchronize calendar appointments to Salesforce
- C. Upload email attachments to Salesforce
- D. Synchronize contacts and tasks to Salesforce

Answer: BCD

NEW QUESTION 317

- (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 318

- (Topic 3)

What App Exchange partner allows you to easily web-enable any object without needing to use the API to develop custom web integration?

- A. Salesforce-to-Salesforce
- B. PLD you to easily web-enable any object to develop custom web integration Model Metrics Web2Anything
- C. L LPO

Answer: B

NEW QUESTION 323

- (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 the user that owns the related account
- D. By the intersection of the user's territory and the account territory

Answer: D

NEW QUESTION 326

- (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 328

- (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 331

- (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 334

- (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 338

- (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. Decision

Answer: C

NEW QUESTION 339

- (Topic 4)

What is not possible using Declarative Programming language?

- A. Create : Create a new Record
- B. Update : Auto Update the fields in the Record with Dynamic Values
- C. Integration : Send Message to external System

D. Delete ; Delete existing Record

Answer: B

NEW QUESTION 342

- (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 346

- (Topic 4)

Universal container wants to implement a system. There are specific unique values that need to be related to objects. What is the best way to implement it?

- A. Create a custom object and create lookup from other object to it .
- B. Create multiple unique pick list values.

Answer: A

NEW QUESTION 351

CORRECT TEXT - (Topic 4)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 356

- (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 361

- (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 364

- (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 369

- (Topic 4)

What is the fastest way to communicate new release information to your end users?

- A. Feature detail pages
- B. Detailed release notes
- C. Admin preview document
- D. Discover button in application

Answer: B

NEW QUESTION 370

- (Topic 4)

What is true about Territory Assignment Rule? Choose 2

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

Answer: BC

NEW QUESTION 373

- (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 378

- (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 383

- (Topic 4)

What is not supported by Content?

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

Answer: B

NEW QUESTION 387

- (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 391

- (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 394

- (Topic 4)

Which is the part of Force.com platform. Choose 2

- A. Force.com IDE
- B. Sandbox
- C. Metadata API

Answer: BC

NEW QUESTION 399

- (Topic 4)

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

Choose 3

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

Answer: AD

NEW QUESTION 401

- (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 404

- (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 i s updated
- D. Time Action will be removed from the queue once we

Answer: BC

NEW QUESTION 405

- (Topic 4)

What is the minimum permission required for a user to be approver of any record?

- A. Read only permission on Object
- B. Modify All permission on profile
- C. View All permission on profile

Answer: A

NEW QUESTION 406

- (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 408

- (Topic 4)

When configuring Customizable Forecasting, you can set which of t he following Fore cast Dates for determining which opportunities con tribute to the forecast?

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

Answer: E

NEW QUESTION 413

- (Topic 4)

Delegated Groups Detail can define which of the following EXCEPT:

- A. Delegated Administrators
- B. User Administration (Roles)
- C. User Administration (Roles and Subordinates)
- D. Profiles
- E. Custom Object Administration

Answer: B

NEW QUESTION 415

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