



# Salesforce

## Exam Questions ADM-211

Administration Essentials for Experienced Admin

#### NEW QUESTION 1

CORRECT TEXT - (Topic 1)

Describe some features within web services.

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 2

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 3

- (Topic 1)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 4

CORRECT TEXT - (Topic 1)

Describe 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 5

- (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 6

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 7

CORRECT TEXT - (Topic 1)

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 8

- (Topic 1)

In the context of the Data Quality Dashboard, what does it mean to have 100% as the score?

- A. All users have successfully logged in
- B. All data has been reviewed by each user
- C. All users have created at least 1 record
- D. All key fields have been populated

**Answer:** D

#### NEW QUESTION 9

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 n umbel's
- 2- Ask to sec 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 10

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 10

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 12

- (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 13

- (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 14

- (Topic 1)

Steps can be added to an active approval process.

- A. True
- B. False

**Answer:** B

**Explanation:**

Steps cannot be added after the process has been activated.

#### NEW QUESTION 18

- (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 23

- (Topic 1)

If a new validation rule is created and there is data already stored that violates the rule, when will Sales force catch the problem?

- A. Immediately
- B. When the record is first viewed
- C. When the record is edited
- D. When the record is edited, then saved
- E. The record is not affected because it was created before the creation of the validation rule.

**Answer:** D

**Explanation:**

When the record is edited, then saved.

Validation rules are enforced when a record is in edit mode, but the validation rules don't fire until the record is finally saved by the end user.

#### NEW QUESTION 25

- (Topic 1)

All of the following tools assist in auditing EXCEPT:

- A. Reports
- B. Field History
- C. Setup Audit Trail

- D. Page Layout
- E. Dream factory Snapshot

**Answer:** D

**Explanation:**

Page Layout has nothing to do with auditing. However, you can place some history related list on a page layout to display the historical information.

#### NEW QUESTION 28

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 33

- (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 37

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 40

- (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 42

- (Topic 1)

How many days of setup audit history can you download?

- A. 7
- B. 30
- C. 90
- D. 180
- E. 365

F. You can't download this information due to security

**Answer:** D

#### NEW QUESTION 43

- (Topic 1)

A company currently uses the standard Sales force product and price hook objects. Is it possible for this company to publish product and price hook information to its corporate Web site so customers in different regions see the correct product catalog with prices in the local currency?

- A. Yes, with the Customer portal.
- B. No, it is not possible to present multicurrency data.
- C. Yes, by building a custom integration following the X-to-Web design pattern.
- D. No, it is not possible to present data stored in standard objects other than cases and solutions to a Web site.

**Answer:** C

#### Explanation:

X-to-web enables any standard or custom object to be published into any website.

#### NEW QUESTION 46

- (Topic 2)

What are the two questions that you should ask yourself when trying to decide how to set Organization Wide Default permissions for an object? Select all that apply:

- A. Who is the most restricted user?
- B. Are there objects that should not be viewed/edited by a user?
- C. How often will users change roles?
- D. Who is the least restricted user?

**Answer:** AB

#### NEW QUESTION 51

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 52

- (Topic 2)

Which of the following are hooks:  
Select all that apply:

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

**Answer:** CD

#### NEW QUESTION 56

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 61

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 65

- (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 68

CORRECT TEXT - (Topic 2)

What are some examples of Web-to-X usage of SFDC?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

- 1- A candidate entering application information on a website
- 2- A person responding to request for information after clicking on a web to lead form
- 3- A person submitting a help request on a web to case form

#### NEW QUESTION 71

- (Topic 2)

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

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

**Answer:** CD

#### NEW QUESTION 74

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 75

- (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 77

- (Topic 2)

What can be turned on in Sandbox? Select all that apply:

- A. Approval processes
- B. Case escalation rules
- C. Case assignment rules
- D. Oppty reminders

**Answer:** AC

#### NEW QUESTION 78

CORRECT TEXT - (Topic 2)

What are 4 common Challenges to going global?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

- 1- Intl BU's & IT operating autonomously
- 2- Mix of English & native language
- 3- Immature sales processes
- 4- No Common platform

#### NEW QUESTION 80

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 85

- (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 89

- (Topic 2)

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

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

**Answer:** ABC

#### NEW QUESTION 90



- (Topic 2)

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

- A. Apps
- B. Forcc.com Platform
- C. Marketing Clout
- D. Community
- E. App exchange

**Answer:** ABDE

#### NEW QUESTION 94

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 96

CORRECT TEXT - (Topic 2)

What arc the potential reasons why different people may have different numbers when they create and run reports?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

They used different criteria:

- 1- Time frames
- 2- My vs all ownership criteria
- 3- Advanced fillers

#### NEW QUESTION 97

- (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 99

CORRECT TEXT - (Topic 2)

What services arc 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 104

CORRECT TEXT - (Topic 2)

What are some common goals of localization?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 108**

- (Topic 2)

Which tools provide SQL-like control in receiving data from Sales force?

Select all that apply:

- A. Reports
- B. Data leader
- C. Excel Connector
- D. Weekly export

**Answer:** BC

**NEW QUESTION 109**

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 110**

CORRECT TEXT - (Topic 2)

What skill set is required to work with outbound messages? API? or Apex?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Programmatic skill set working with programming languages such as C# or Java are similar.

**NEW QUESTION 115**

- (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 120**

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 123

- (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 128

CORRECT TEXT - (Topic 2)

Where is additional information about the Excel Connector available?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 130

- (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 133

- (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 138

- (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 140

- (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 145

- (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 148

- (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 150

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 152

- (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 153

- (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 156

- (Topic 3)

How many days of Setup Audit History can be downloaded?

- A. 180
- B. 90
- C. 30
- D. 60

**Answer:** A

#### NEW QUESTION 158

- (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 ASP.NET 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 159

- (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 161

- (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 166

- (Topic 3)

What skill set is required to work with outbound messages?

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

**Answer:** C

#### NEW QUESTION 167

- (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 168

- (Topic 3)

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

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

**Answer:** A

#### NEW QUESTION 169

- (Topic 3)

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

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

**Answer:**

AB

#### NEW QUESTION 171

- (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 173

- (Topic 3)

What are the four pillars of Sales force Success?

- A. App
- B. Force.com Platform, Communit
- C. App Exchange
- D. Apps, Force.com Platfor
- E. Community, Ideas
- F. Force.com Platform, Community, Ideas, App Exchange
- G. Apps, Community, App Exchange, Ideas

**Answer:** A

#### NEW QUESTION 176

- (Topic 3)

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

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

**Answer:** B

#### NEW QUESTION 179

- (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 180

- (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 183

- (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 184

- (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 189

- (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 193

- (Topic 3)

Is it possible to incorporate web services API Calls into S Controls?

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 198

- (Topic 3)

When are Big Deal Alerts triggered?

- A. Upon the close data of the opportunity
- B. Upon the receipt of an opportunity update reminder
- C. Upon the Amount and Probability field thresholds being achieved
- D. Upon the time- based escalation of an opportunity approval process

**Answer:** C

#### NEW QUESTION 199

- (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 204

- (Topic 3)

What is a benefit of web services?

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

**Answer:** A

#### NEW QUESTION 207

- (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 209

- (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 210

- (Topic 4)

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

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

**Answer:** C

#### NEW QUESTION 211

- (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 213

- (Topic 4)

Which of the following are true for Territory Management?

- A. The ability to use account criteria to expand a private sharing model.
- B. A territory is a collection of accounts and users where the users have at least read access to the accounts
- C. Territory is collection of accounts and contacts.
- D. There can be only one forecast one user which is independent from territory.
- E. Territory Hierarchy is same as Role Hierarchy.

**Answer:** AB

#### NEW QUESTION 218

- (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 221

- (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 of 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 224

- (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 226

- (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 227

- (Topic 4)

What can be Alert used for Workflow?

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

**Answer:** A

#### NEW QUESTION 232

- (Topic 4)

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

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

**Answer:** A

#### NEW QUESTION 235

- (Topic 4)

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

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

**Answer:** BCE

#### NEW QUESTION 238

- (Topic 4)

Tom's account page layout makes the Rating field required, but his field-level security settings make the field read-only. Will Tom be able to edit the Rating field?

- A. Yes
- B. No

**Answer:** B

#### NEW QUESTION 243

- (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 248

- (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 250**

- (Topic 4)

What is the sequence of Workflow action?

- A. Don't remember wrong options
- B. Field Updat
- C. Task, Email, Outbound Message

**Answer:** B

**NEW QUESTION 253**

- (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 255**

- (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 258**

- (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 262**

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