# ADM-211 Dumps

# Administration Essentials for Experienced Admin

## https://www.certleader.com/ADM-211-dumps.html

**NEW QUESTION 1**
- (Topic 1)
The API fully respects the security and access protocols configured through Force.com builder.

A. True
B. False

**Answer:** A


**NEW QUESTION 2**
CORRECT TEXT - (Topic 1)
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 3**
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 4**
CORRECT TEXT - (Topic 1)
Describe Apex

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
1- Apex is a procedural scripting language executed byfoix-e.com.
2- It uses a Java-like syntax, acts like database stored procedures.
3- It runs natively on sales force servers, more powerful and faster than non-server code.
4- It adds business logic to most system events - button clicks, related record updates, s- control displays, data loads


**NEW QUESTION 5**
- (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 6**
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 7**
CORRECT TEXT - (Topic 1)
Describe some techniques for motivating users:

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
1- Gel executive sponsorship (including having them use it in meetings)
2- Win over sales personnel
3- Identify power users and evangelists
4- Create motivations everywhere, both inside and outside the system
5- Use both marketing messages and the app itself as drivers


**NEW QUESTION 8**
- (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 9**
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 10**
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 14**
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 17**
- (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 20**
CORRECT TEXT - (Topic 1)
Describe data "scrubbing":

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Scrubbing is a processed used to help identify dirty data. Explanation/Reference:
The process removes formatting (like in a phone number) to line up data to check for duplicates or bad data.

**NEW QUESTION 24**
- (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 28**
- (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)
You can package standard objects.

A. True

B. False

**Answer:** B

**NEW QUESTION 33**
- (Topic 1)
The Data loader can be used to assign record ownership to inactive users.

A. True
B. False

**Answer:** B

**Explanation:**

The data loader can only be used to assign records to active users.

**NEW QUESTION 36**
CORRECT TEXT - (Topic 1)
List "clicks" and "code options at the 'Data Model level'.

A. Mastered
B. Not Mastered

**Answer:** A

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

**NEW QUESTION 37**
- (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 38**
- (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 39**
- (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 41**
- (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 43**
- (Topic 1)
A company called Universal Containers would like to track bugs within Sales force. The company needs to track the bug's severity and type as well as its status and description. Bugs should be related to Cases, but the bug's owner will be different than the owner of the case. How can the Universal Containers administrator meet these requirements?

A. Create a section on the case page layout
B. Create a field on cases
C. Create a custom object for bugs and relate it to cases
D. Create a relationship between the standard bug object and the standard case object

**Answer:** C

**Explanation:**

The relationship would be established using a look up to the cases object so that independent ownership can be established. It will also allow the related bugs to be visible as a related list on the cases screen.

**NEW QUESTION 47**
- (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 49**
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 53**
CORRECT TEXT - (Topic 2)
When locking users out of the system for maintenance, what is a key tiling to remember?

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Make sure that the Sys Admin Profile is excluded from the Lock-Out period otherwise they will also be locked out.

**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 59**
- (Topic 2)
What is the best way to transfer configurations from Sandbox to Production?

A. Import Wizard
B. Metadata API
C. Change Sets
D. Data loader

**Answer:** B


**NEW QUESTION 63**
- (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 64**
CORRECT TEXT - (Topic 2)
What considerations arc there in Workflow trigger order?

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
No set order, unlike assignment rules. However, they are processed as follows:
1- Field update
2- Task
3- Emails
4- Outbound messaging


**NEW QUESTION 67**
- (Topic 2)
What arc 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 69**
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 70**
- (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 75**

- (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 79**
- (Topic 2)
Which cannot be customized in Ideas?

A. Search layouts
B. Half Life
C. Page layout
D. Communities

**Answer:** C


**NEW QUESTION 80**
- (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 83**
CORRECT TEXT - (Topic 2)
What are some of the training options available to Sales force Administrators/ implementors?

A. Standard web training
B. Custom training
C. Education Services
D. Certification

**Answer:** A


**NEW QUESTION 86**
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 91**
CORRECT TEXT - (Topic 2)
What arc the benefits of using Visual force pages over S controls?

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Flexibility-you have complete control over the UI
Reuse- Common UI elements can be referenced and reused so you don't start from scratch.
Logic Model - You can leverage the full power of Apex to create UI behaviors and replace only the parts you need for greater control.
Development model - code is easy to create and is easily managed.


**NEW QUESTION 92**
CORRECT TEXT - (Topic 2)
Where are custom buttons NOT available?

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
1- Web to Lead
2- Web to Case
3- User Object


**NEW QUESTION 94**
- (Topic 2)
What data retrieval method does not require admins to have a deep understanding of the database?

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

**Answer:** AC


**NEW QUESTION 99**
- (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 lo 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 103**
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 108**
- (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 109**
- (Topic 2)
What is the total number of personal tags allowed per user?

A. 100
B. 200
C. 300
D. 400
E. 500
F. Unlimited

**Answer:** E


**NEW QUESTION 113**
- (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 116**
- (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 120**
- (Topic 3)
With cross-object formula fields, fields can be inserted from objects of which relationship types?
Choose 2 answers.

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

**Answer:** AC


**NEW QUESTION 125**
- (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 130**
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 134**
- (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 139**
- (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 143**
- (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 146**
- (Topic 3)
Which of the following are Hooks?
Choose 3 answers

A. S-Controls
B. In-line S-Controls
C. Custom Links
D. Web Tabs

**Answer:** BCD


**NEW QUESTION 147**
- (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 148**
- (Topic 3)
An admin wants to extract and then delete tile attachments. What is the easiest method of
extract file attachments?

A. Data Loader Export features
B. Weekly Data Export Service
C. Web Service API " Get Attachments" method
D. The App Exchange Attachment Manager application

**Answer:** B


**NEW QUESTION 153**
- (Topic 3)
Which statement is FALSE regarding Visual force?

A. It allows developers to replace the standard page layouts within the Sales force use r interface with completely customer pages.
B. It uses Apex for advanced business logic.
C. It is available to users of all editions.
D. It is available to users of Enterpris
E. Unlimited, and Developer Edition s Only.

**Answer:** D


**NEW QUESTION 158**
- (Topic 3)
What cannot be customized in Content?

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

**Answer:** C


**NEW QUESTION 161**
CORRECT TEXT - (Topic 3)
Why is it important to allow regions to choose their field labels and pick list values?

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
To get regional buy-in, language translation helps to cut down any confusion or discrepancy.


**NEW QUESTION 164**
- (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 168**
- (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 170**
CORRECT TEXT - (Topic 3)
Scrubbing Sales force data can remove formatting which makes it easier to....

A. Enrich dirty data
B. Identify dirty data
C. Remove dirty data
D. Cleanse dirty data

**Answer:** B


**NEW QUESTION 175**
- (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 177**
- (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 181**
- (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. Sales force-to-Sales force
B. PLD)you to easily web-enable any object to develop custom web integration Model Metrics Web2Anything
C. L LPO

**Answer:** B

**NEW QUESTION 186**
- (Topic 3)
What is DAAS?

A. Developer Service Training
B. Development As A Service
C. Force.com Metadata API
D. IDE/Code-share

**Answer:** B


**NEW QUESTION 189**
- (Topic 4)
What is possible using Content? Choose 3

A. Publish content to com pany'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 193**
- (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 194**
- (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 195**
- (Topic 4)
What type of information can be recorded in a debug log? (Select a II that apply)

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

**Answer:** ACD


**NEW QUESTION 198**
- (Topic 4)
Communities are not supported by:

A. Partner Portal
B. Customer Portal
C. Self service Portal
D. Internal Sales force user

**Answer:** C


**NEW QUESTION 199**
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 203**
- (Topic 4)
How many characters a formula field can support (including spaces, return characters, and comments)?

A. 200
B. 300
C. 1900
D. 3900

**Answer:** D

**NEW QUESTION 207**
- (Topic 4)
What triggers the Big Deal alert? Select all that apply: Choose 2

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

**Answer:** A

**NEW QUESTION 209**
- (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 212**
- (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 216**
- (Topic 4)
Custom Button can be used on

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

**Answer:** A

**NEW QUESTION 219**
- (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 223**
- (Topic 4)
Personal tags can be viewed by Admins

A. True
B. False

**Answer:**

B

**NEW QUESTION 225**
- (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 230**
- (Topic 4)
Universal container wants once a Stage of Opportunity is set to Analysis, in 2 days stage should be flagged as red and notification mall should be sent to CEO. What should be
done?

A. Create a validation rule to stop editing stage after 2 days
B. Create a Workflow Approval Process to mark stage red
C. Create a formula field to stop editing after 2 days
D. Create a workflow time trigger to send an email to CEO after 2 days

**Answer:** D

**NEW QUESTION 234**
- (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 239**
- (Topic 4)
By Custom button what all you can call?

A. VF Controller
B. Apex Trigger
C. Apex Class

**Answer:** A

**NEW QUESTION 241**
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