

# Salesforce

## Exam Questions ADM-211

Administration Essentials for Experienced Admin



#### 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

- (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 3

CORRECT TEXT - (Topic 1)

How can you measure adoption beyond the number of logins?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

1- Track how often users are using new features after training sessions.

2- Run spot checks on data, track usage with regards to the financial calendar (last minute entries versus consistent usage).

3- Track training sessions in SFDC.

#### NEW QUESTION 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)

The Excel Connector is a supported product?

- A. True
- B. False

**Answer:** B

#### Explanation:

The excel connector is not supported by SFDC

#### NEW QUESTION 7

- (Topic 1)

\_\_\_\_\_ is a procedural scripting language that is written in discrete pieces, uses a syntax that looks like Java and acts like database stored procedures, and are executed entirely on the Force.com platform.

- A. S-Controls
- B. HTML
- C. PHP
- D. Ajax
- E. Apex

**Answer:** E

#### NEW QUESTION 8

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 9

- (Topic 1)

Roll-up Summary Fields work with Opportunity Line Items to Opportunities?

- A. True
- B. False

**Answer:** A

#### Explanation:

Opportunity Line Items are in a master-detail relationship with Opportunities being the master and Opportunity line items being the child. Roll up summaries are available for the master records in a master-child relationship.

#### NEW QUESTION 10

CORRECT TEXT - (Topic 1)

List "clicks" and "code" options at the 'Business Logic' level.

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Clicks: Workflow, Validation Rules, Assignment Rules.  
Code: S-Controls, Web Controls, Apex. Web Services API

#### NEW QUESTION 10

CORRECT TEXT - (Topic 1)

Name the objects that support field history tracking:

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

- 1- Data Entry 'Objects: Accounts, Contacts, Opportunities, Leads, Contracts, Cases, Solutions, Custom Objects
- 2- History Objects: Approval History, limited Campaign Member history (Member First associated, Member First Responded)
- 3- Salesforce2 Salesforce connection history
- 4- Opportunity Stage History for: Stage, Probability, Amount, Close Date, Last Modified By

#### NEW QUESTION 11

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 13**

- (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 15**

- (Topic 1)

The Excel Connector can retrieve data from multiple objects (e.g., Accounts, Contacts) in a single query.

- A. True
- B. False

**Answer:** B

**Explanation:**

Only one object can be queried at a time.

**NEW QUESTION 19**

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 23**

- (Topic 1)

Duplicate records are more commonly found when using a public sharing model?

- A. True
- B. False

**Answer:** B

**Explanation:**

It is more common to have duplicate records using a private sharing model because users can't see records to know if they are already entered and enter them again without knowing they are duplicates.

**NEW QUESTION 27**

- (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 29**

- (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 32**

CORRECT TEXT - (Topic 1)  
Define User Adoption

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

User adoption means gaining the trust of users to use the system on a regular basis as intended.

Explanation/Reference:

They will feel that they want to use the system instead of being forced to use it.

#### **NEW QUESTION 35**

- (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 38**

- (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 42**

- (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 44**

CORRECT TEXT - (Topic 1)

Describe the best way to manage Lockout Periods for maintenance?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Create a profile that restricts the login hours for all users out during the maintenance session.
- 2- Then use Data Loader to switch everyone back when done.

**NEW QUESTION 46**

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 48**

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

**Explanation:**

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

**NEW QUESTION 50**

- (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 51**

- (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 53**

- (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 55**

- (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 59**

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 60**

- (Topic 1)

Personal tags can be viewed by Admins

- A. True
- B. False

**Answer:** B

**Explanation:**

Although Admins can enable both public and private tags, Admins can only see public tags

#### **NEW QUESTION 65**

- (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 67**

CORRECT TEXT - (Topic 1)

How do the Excel connector and SFDC reports differ in their support for filter criteria?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Excel Connector: Query is one object per query, using the API. Reports: offer multiple objects, and/or criteria

#### **NEW QUESTION 70**

- (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 75**

CORRECT TEXT - (Topic 1)

You can provision multiple Sandbox orgs.

There are 3 different types of sandboxes:

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

**Answer:** A

**NEW QUESTION 80**

- (Topic 1)

Once activities are archived, where is the only place you can access them?

- A. You can't access them
- B. Activity History- View AH
- C. Recycle Bin
- D. Activity Reports
- E. Archiving of activities does not affect visibility

**Answer:** B

**NEW QUESTION 84**

- (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 89**

CORRECT TEXT - (Topic 1)

List the "clicks" and "code" options at the 'User Interface 'level.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Clicks: Apps, Tabs, Page Layouts, Record Types. Code: S-Controls, Web Controls, Visual force

**NEW QUESTION 90**

- (Topic 2)

What type of report drives the User Login dashboard component?

- A. Chatter adoption
- B. User profile report
- C. Admin Login report
- D. This component does not exist for security purposes

**Answer:** C

**NEW QUESTION 93**

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 96**

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 100**

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 101**

- (Topic 2)

Which of the following archooks:

Select all that apply:

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

**Answer:** CD

**NEW QUESTION 104**

- (Topic 2)

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

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

**Answer:** D

**Explanation:**

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

**NEW QUESTION 107**

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 109**

CORRECT TEXT - (Topic 2)

What causes irreversible changes to data via UI?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Changing field data type
- 2- Using the import wizard
- 3- Mass transfer
- 4- Mass delete
- 5- Mass reassign Account or Opportunity Teams
- 6- Mass update addresses

**NEW QUESTION 112**

- (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 115**

- (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 117**

- (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 119**

- (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 124**

- (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 129**

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 130**

- (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 131**

- (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 135**

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 136**

- (Topic 2)

When does knowledge of Apex code become necessary to create a Visual Force page?

- A. When creating custom page layouts
- B. When creating a master roll-up summary
- C. When a custom controller is required
- D. It is always necessary to use Apex code with VF

**Answer:** C

**NEW QUESTION 139**

CORRECT TEXT - (Topic 2)

What considerations are there in Workflow trigger order?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

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

**NEW QUESTION 143**

- (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 147**

CORRECT TEXT - (Topic 2)

What are 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 filters

**NEW QUESTION 149**

CORRECT TEXT - (Topic 2)

What are the recommended steps to protect Salesforce users from security concerns such as phishing?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Educate your users
- 2- Identify your primary security contact
- 3- Secure employee systems (including staying current on latest browsers)
- 4- Implement IP restrictions
- 5- Strengthen password requirements
- 6- Require secure sessions
- 7- Decreased session timeouts
- 8- Consider 2factor authentication (RSA token plus user name/pass word), Contact SFDC for help

**NEW QUESTION 151**

- (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 154**

- (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 156**

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 158**

- (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 159**

- (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 164**

- (Topic 2)  
Which are examples of dirty data?

- A. Duplicate Records
- B. Spelling/punctuation mistakes
- C. Incomplete records
- D. Free text spelling errors
- E. All of the above

**Answer:** E

**NEW QUESTION 167**

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 170**

- (Topic 2)  
What are the ways you can get a record's unique Sales force ID? Select all that apply:

- A. URL
- B. Report
- C. API

**Answer:** ABC

**NEW QUESTION 172**

CORRECT TEXT - (Topic 2)  
What are some of the limitations of a Developer org?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

20 MB of file and 20 MB of data 5000 API call/24 hours Partner & Customer Portal Mobile & Platform Licenses

**NEW QUESTION 176**

CORRECT TEXT - (Topic 2)

What does not cause irreversible changes?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Changes to the sharing model or sharing rules

**NEW QUESTION 177**

CORRECT TEXT - (Topic 2)

What causes irreversible changes to data via API?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Update
- 2- massdelete

**NEW QUESTION 182**

- (Topic 2)

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 doe
- D. Discover button in app

**Answer:** D

**NEW QUESTION 187**

- (Topic 2)

When should you use Apex? Select all that apply:

- A. Adding visual elements to the UI
- B. Attaching business logic to a data event (insert, update, delete)
- C. Augment behavior that applies when accessing data through the UI
- D. Have logic that executes regardless of where the event originates (UI/S- Control/Web services API)
- E. Want to process multiple records at the same time
- F. Use classes when coding Apex that will be used by other developers.

**Answer:** BDEF

**NEW QUESTION 188**

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 193**

- (Topic 2)

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

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

**Answer:** B

**NEW QUESTION 198**

- (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 199**

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 203**

- (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 208**

- (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 209**

- (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 214**

- (Topic 2)

What is the maximum number of objects that can be associated in a custom report type?

- A. 1
- B. 2
- C. 3
- D. 4
- E. You can't create custom report types for multiple objects

**Answer:**



D

**Explanation:**

You can add up to four objects to a custom report type.  
However, some of the object combinations you choose may not be able to reach that limit.

**NEW QUESTION 218**

- (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 223**

- (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 225**

- (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 229**

- (Topic 3)

When should you use APEX to solve a business problem? Choose 2 answers.

- A. When attaching business logic to a web event
- B. When attaching business logic to a data event
- C. When processing one record at a time
- D. When processing multiple records at a time

**Answer:** BD

**NEW QUESTION 233**

- (Topic 3)

The Force.com Web Service API can help an administrator manage data in a Sales force org by....  
Choose 3 Answers

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

**Answer:** ABC

**NEW QUESTION 237**

- (Topic 3)

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

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

**Answer:** BCD

**NEW QUESTION 242**



- (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 246**

- (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 247**

- (Topic 3)

Which should be used when coding Apex if the code is going to be reused by other developers?

- A. Classes
- B. Triggers
- C. Global Groups
- D. Managed Packages

**Answer:** A

#### **NEW QUESTION 250**

- (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 253**

- (Topic 3)

The Force.com Metadata API allows developers to....

- A. add data to their Sales force orgs
- B. delete standard fields on customer objects programmatically
- C. create, update and delete custom objects and fields programmatically
- D. perform all the actions listed under Setup through a programmatic interface.

**Answer:** D

#### **NEW QUESTION 258**

- (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 259**

- (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 260**

- (Topic 3)

Is it possible to add actions to existing steps within an activated approval process?

- A. No
- B. Yes
- C. Only when it is a time-dependent action

**Answer:** B

**NEW QUESTION 265**

CORRECT TEXT - (Topic 3)

Why is the "My" versus "All" reporting critical to successful global adoption?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

To create as few reports as possible.

The "my" feature automatically limits reports to show each individual users' information. This saves the effort of creating individual reports for each user, then further modified by localization, etc.

**NEW QUESTION 266**

- (Topic 3)

What is Data Enrichment?

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

**Answer:** A

**NEW QUESTION 270**

- (Topic 3)

What are some symptoms of a sharing model that is too public? Choose 2 answers.

- A. Dirty Data
- B. Lots of Duplicate Records
- C. Data has been stolen
- D. There are a large number of sharing rules in the organization.

**Answer:** AC

**NEW QUESTION 272**

- (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 276**

- (Topic 3)

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

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

**Answer:** B

**NEW QUESTION 281**

- (Topic 3)

Who are the three types of users that can grant Sharing privileges on a given record? Select all that apply:

- A. Owner
- B. Anyone higher in the role hierarchy
- C. Systems admin
- D. Group Members
- E. Executives

**Answer:** ABC

#### NEW QUESTION 283

- (Topic 3)

Which statement is TRUE regarding sandbox? Choose 2 answers

- A. Data and configuration can be pushed from production to sandbox.
- B. Data and configuration is automatically pushed from sandbox to production
- C. There are different types of sandboxes that administrators can access
- D. When data is copied to a sandbox, the email addresses of contacts are automatically changed.

**Answer:** AC

#### NEW QUESTION 286

- (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 290

- (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 292

- (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 297

- (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 301

- (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 302

- (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 303

- (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 307

- (Topic 3)

An administrator would like to compare a field or expression to a list of static values. Which of the following functions should be used?

- A. ISNUMBER
- B. CONTAINS
- C. TRIM
- D. VALUE

**Answer:** B

#### NEW QUESTION 308

- (Topic 3)

How do you take away a user's ability to run reports while allowing them to view the report?

- A. Remove the "Run Reports" or "Create and Customize Reports" from their profile.
- B. Adding "Cannot Run Reports" or "Cannot Create and Customize Reports to their profile.
- C. Adding "Manage User" permissions to their profile.
- D. Remove " View All Data" permission from their profile.

**Answer:** A

#### NEW QUESTION 310

- (Topic 3)

Which would you not find under Setup/ Develop?

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

**Answer:** A

#### NEW QUESTION 312

- (Topic 3)

The customer support manager needs to create and edit users that are in a subordinate role. One way to accomplish this is by...

- A. granting login access to the customer support manager
- B. placing the customer support manager in a super user position
- C. giving delegated administrative rights to the customer support manager
- D. creating a sharing rule whereby the customer support manager has edit access to all user records

**Answer:** C

#### NEW QUESTION 315

- (Topic 3)

When a new feature is considered to be in Developer Preview before it is officially released it means that it is available.

- A. inDeveloper Edition orgs.
- B. for salesforce.com partners only.
- C. for users with the "Developer" permissions
- D. for users who activate the feature b y calling salesforce.com support

**Answer:** A

**NEW QUESTION 319**

- (Topic 3)

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

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

**Answer:** C

**NEW QUESTION 321**

- (Topic 3)

Can Ideas be used in the Self-Service Portal?

- A. Yes - They can also be used in Customer and Partner Portals
- B. No - They can only be used in Customer and Partner Portals
- C. No - Ideas cannot be used in any portals
- D. Yes - Only if the portal has a custom manager custom profile associated to them.

**Answer:** B

**NEW QUESTION 324**

- (Topic 3)

To read or modify Sales force data, a web application requires which Sales force technology?

- A. Force.com data loader
- B. Visual force
- C. App Exchange
- D. Web Service API

**Answer:** D

**NEW QUESTION 327**

- (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 332**

- (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 334**

- (Topic 3)

The Service Level and SLA Expiration Date are fields on an Account. An Administrator would like to display service level information from accounts on all cases related to those accounts. How can the administrator accomplish this?

- A. Account fields cannot be displayed on a case; the administrator would need to run a report
- B. Only by writing Apex code
- C. By creating across object field update
- D. By creating a cross object formula field

**Answer:** D

**NEW QUESTION 339**

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 343**

- (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 346**

- (Topic 3)

A business process in which every U.S. based account should fall into one of six different regions needs to be created. The account field should also be inherited by the Opportunity. How could this be accomplished?

Choose 2 answers.

- A. Validation Rule
- B. Workflow held Update
- C. Formula Field
- D. Assignment Rule

**Answer:** B

**NEW QUESTION 349**

- (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 352**

- (Topic 3)

Universal Containers wants all of its sales representatives to use a standard format in Microsoft Word for communicating price quote information to its customers.

- A. Create and upload a sample quote document to the Documents tab; point sales representatives to this document
- B. Create and upload an email template to Sales force; train sales representatives how to leverage it via Connect for Outlook.
- C. Create and upload a mail merge template to Sales force; training sales representatives how to leverage it via connect for outlook

**Answer:** C

**NEW QUESTION 356**

- (Topic 3)

Other than the Mass Delete tool, what is another possible approach for mass deleting? Choose 2 answers.

- A. Data Loader
- B. Excel Connector
- C. Delete Button
- D. Running a Report

**Answer:** AB

**NEW QUESTION 358**

- (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 362**

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 365

- (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 368

- (Topic 3)

How can Administrators examine what configuration changes have been made?

- A. Setup / Application Setup / Administration / Create / Setup Changes
- B. Use Dream Factory Snapshot or other metadata API-based Tool
- C. Run reports on Last Modified By
- D. Go to a list view

**Answer:** B

#### NEW QUESTION 371

- (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 376

- (Topic 3)

What Objects can the Mass Delete Tool be used with? Choose 3 answers.

- A. Accounts
- B. Solutions
- C. Leads
- D. Custom Objects

**Answer:** ABC

#### NEW QUESTION 380

- (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 383

- (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 t he user that owns the related account
- D. By the intersection of the user's territory and the account territory

**Answer:** D

#### NEW QUESTION 386



- (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 389

- (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 390

- (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 394

- (Topic 4)  
Identify the advantages of declarative customization. (Select all the apply.)

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

**Answer:** BCD

#### NEW QUESTION 397

- (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 399

- (Topic 4)  
What is Data Management?

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

**Answer:** B

#### NEW QUESTION 404

- (Topic 4)  
Universal Containers like to track Application Bugs within Sales force . The company needs to track the bug's severity, type, status and description. Bugs should be related to Cases, but owner will be different than the owner of the case. How can the Universal Containers administrator meet these requirements?

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



**Answer:** C

**NEW QUESTION 409**

- (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 410**

- (Topic 4)

What happens when an administrator create a custom tab for a custom object?

{Select all that apply)

- A. The custom object has a home page.
- B. Users can search for records of the customer object.
- C. New records of the custom object can only be accessed from the related list on the parent record.
- D. A custom app containing the custom tab is automatically created.
- E. New records of the custom object can be created from the sidebar.

**Answer:** ABE

**NEW QUESTION 411**

- (Topic 4)

System admin wants to ensure that any user should not be able to edit the Account of other User.

- A. Remove Edit permission from profile
- B. Set OWD for account as private
- C. Set OWD for account as public read

**Answer:** C

**NEW QUESTION 412**

- (Topic 4)

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

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

**Answer:** C

**NEW QUESTION 417**

- (Topic 4)

Assuming that the training sandbox will contain approximately 50M B of production data and be refreshed after every training session, which type of sandbox can be used to train users on new functionality that has recently been deployed to production.

- A. Full Sandbox
- B. Configuration-only
- C. Developer Sandbox

**Answer:** B

**NEW QUESTION 418**

- (Topic 4)

Where you can see the SFDC release information? Choose 3

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

**Answer:** BCD

**NEW QUESTION 421**

- (Topic 4)

What if million dollar deal and you have to bypass manager and ge t approval from CEO?

- A. An administrator wrote a held update action for a workflow rule on a field that is hidden via Field-Level Security.
- B. When the

- C. workflow rule triggers, what happens to the data in the hidden field?
- D. The field will fail to update and remain in its original state.
- E. The field is updated, even though it is hidden.
- F. The field will only update if the rule was triggered by a time-based trigger

**Answer:** D

#### NEW QUESTION 426

- (Topic 4)

When would you use a web app or web controls?

- A. Highly customized UI or Business logic functionality that cannot be accommodated by S- Controls
- B. Highly customized UI or Business logic functionality that cannot be accommodated by Visual Force
- C. Highly customized UI or Business logic functionality that cannot be accommodated by custom formula fields
- D. Highly customized UI or Business logic functionality that cannot be accommodated by custom summary fields

**Answer:** A

#### NEW QUESTION 430

- (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 431

- (Topic 4)

Universal Containers require an approval process on Campaigns where campaigns required approving by Area managers. Once the Campaign submitted for approval which of the following is true?

- A. User can update actual cost in campaign after it is submitted for approval.
- B. User can add campaign members after submitted for approval.
- C. Record is lock for editing and none of above option a and b are possible.
- D. None of above.

**Answer:** B

#### NEW QUESTION 436

- (Topic 4)

What is true about Idea Comments?

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

**Answer:** C

#### NEW QUESTION 438

- (Topic 4)

What is true about Territory Assignment Rule? Choose 2

- A. Rules Run when an Account updated or created via Connect offline
- B. Rules 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 441

- (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 442

- (Topic 4)

What are some ways to back up your data? Choose 3 answers.

- A. Data Loader (Export feature)
- B. Full data export or weekly data export
- C. Store your data locally
- D. Run Reports

**Answer:** ABD

#### **NEW QUESTION 446**

- (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 451**

- (Topic 4)

What is not supported by Content?

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

**Answer:** B

#### **NEW QUESTION 453**

- (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 456**

- (Topic 4)

What system admin should not do while setting up the Login hours for any profile?

- A. Do not add system admin to that profile
- B. Don't remember wrong options

**Answer:** A

#### **NEW QUESTION 461**

- (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 466**

- (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 468**

- (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 472

- (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 477

- (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 482

- (Topic 4)

Personal tags can be viewed by Admins

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 484

- (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 488

- (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 491

- (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 496

- (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 500**

- (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 503**

- (Topic 4)

A Sales force object can exist independent of an application.

- A. True
- B. False

**Answer:** A

#### **NEW QUESTION 508**

- (Topic 4)

What is Force.com Site?

- A. A single custom object hosted by Sales force.com
- B. A single custom webpage hosted by Sales force
- C. A single custom web-to-lead form hosted by Sales force
- D. A single custom web-to-lead WSDL not hosted by Sales force

**Answer:** B

#### **NEW QUESTION 513**

- (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 517**

- (Topic 4)

By Custom button what all you can call?

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

**Answer:** A

#### **NEW QUESTION 522**

- (Topic 4)

What actions occur before a request enters the first approval step?

- A. final approval actions
- B. final rejection actions
- C. Initial submission actions
- D. Step actions

**Answer:** C

#### **NEW QUESTION 527**

- (Topic 4)

When configuring Customizable Forecasting, you can set which of the following Forecast Dates for determining which opportunities contribute to the forecast?

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

**Answer:** E

**NEW QUESTION 531**

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