Salesforce

Exam Questions ADM-211

Administration Essentials for Experienced Admin

NEW QUESTION 1
CORRECT TEXT - (Topic 1)
List some of the most commonly used API calls.

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 2
CORRECT TEXT - (Topic 1)
Is it possible to incorporate Web Services API calls into s-controls?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Yes - you would do so by referencing the A.IAX toolkit.

NEW QUESTION 3
CORRECT TEXT - (Topic 1)
Explain the 4 primary steps in the typical de-dupe process

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Establish what qualifies as a duplicate.
2- Find a common identifier.
3- Determine which other fields and methods can be used to de-dupe.
4- Merge the losing records into the winning record.

NEW QUESTION 4
- (Topic 1)
If you implement Territory Management, your role hierarchy will he copied to your Territory structure.

A. True
B. False

Answer: B

NEW QUESTION 5
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 6
- (Topic 1)
S-Controls are only triggered through the user interface.

A. True
B. False

Answer: A

NEW QUESTION 7
- (Topic 1)
The system administrator profile can be modified to restrict permissions to view and modify data

A. True
B. False

Answer: B

Explanation:

System Administrator is a Standard profile and cannot be modified.

NEW QUESTION 8
- (Topic 1)
The Excel Connector a supported product?

A. True
B. False

Answer: B

Explanation:
 The excel connector is not supported by SFDC

NEW QUESTION 9
CORRECT TEXT - (Topic 1)
Describe the use cases for Delegated Administration

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Create /edit users and reset passwords Create default sales teams
Create personal groups for users Assign users to specified profiles
Login as a user who has granted login access Manage custom objects
They help to assign routine admin tasks to others Take the weight off of other Application

NEW QUESTION 10
CORRECT TEXT - (Topic 1)
Describe some ways you can proactively make sure quality data is entered into the system.

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 10
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 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 15
- (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 19
- (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 23
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 24
CORRECT TEXT - (Topic 1)
List the commonly used API calls

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Create (also known as Insert) Update
Upsert Delete Undelete Query Retrieve

NEW QUESTION 28
- (Topic 1)
If you could only give one release document to your IT department, which would it be?

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

Answer: B

NEW QUESTION 29
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 32
- (Topic 1)
Referring to other formulas may reduce the 1300 character limit, but it is possible to continue chaining multiple formula fields together indefinitely.

A. True
B. False

Answer: B

Explanation:

This is not possible because the character limit still applies.
1300- Maximum characters s displayed after calculation 3900- Maximum characters allowed in the formula

NEW QUESTION 37
- (Topic 1)
Sales force can be used as a release and change management tool.

A. True
B. False

Answer: A

NEW QUESTION 42
- (Topic 1)
Inline s-controls are hooks for s-controls

A. True
B. False

Answer: A

Explanation:

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

NEW QUESTION 44
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 47
- (Topic 1)
In Sales force Territory* Management, a territory hierarchy is different from a role hierarchy in that it...

A. grants login access to all users in a territory.
B. supports assigning users to multiple territories.
C. automatically assigns users to sales teams in the territory.
D. gives users in a territory full edit access to all accounts in that territory.

Answer: B

Explanation:

Territory hierarchy is about assigning users to opportunities.
Role hierarchy is about broadening visibility to records up the chain of command so managers can see records owned by their subordinates

NEW QUESTION 51
- (Topic 1)
Validation rules are executed for fields that arc 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 52
- (Topic 1)
Delegated admins can login as their subordinates.

A. True
B. False

Answer: A

Explanation:
But only when they have been granted login access rights by those subordinates.

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 54
- (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 57
- (Topic 1)
Choose the correct Answer
S-Controls are the (code that can execute) for various (objects that fire events)in the system, such as standard or custom buttons, custom links, inline s- controls, and web tabs.

A. Hooks, Targets
B. Targets, Hooks
C. HTML, Snippets
D. Snippets, HTML

Answer: B

NEW QUESTION 62
- (Topic 1)
If you are granted access to a record through manual sharing or sharing rules, you can share the record to someone else

A. True
B. False

Answer: A

Explanation:

But only if granted Full Access to the record.

NEW QUESTION 65
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 70
- (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 74
CORRECT TEXT - (Topic 1)
Name a examples of web applications or web controls:

A. Mastered
B. Not Mastered

Answer: A

Explanation:
X-to-Web Web-to-X

NEW QUESTION 78
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 83
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 86
- (Topic 1)
All editions of sales force can use the data loader

A. True
B. False

Answer: B

Explanation:

Only UE, EE and DE Orgs can use the data loader

NEW QUESTION 91
- (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 94
CORRECT TEXT - (Topic 1)
Describe the some symptoms of a sharing model that is too private.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Lots of duplicate records
2- Users consistently have to manually share records
3- There are a large number of sharing rules
4- Admins have lots of requests for more record access

NEW QUESTION 96
CORRECT TEXT - (Topic 1)
How would an administrator quickly check field accessibility?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Field Accesibility Grid
2- View by: fields, profiles, record type

NEW QUESTION 99
- (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 sec 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 103
- (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 104
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 109
- (Topic 2)
What arc the two questions that you should ask yourself when trying to decide how to set Organization Wide Default permissionsfor an object?
Select all that apply:

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

Answer: AB

NEW QUESTION 114
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 119
- (Topic 2)
When creating a report based on a Report Type that is a custom object, what happens if you later delete the custom object?

A. The report type remains
B. The report type is deleted
C. The report type and all related reports are deleted
D. The report type is deleted but all existing reports remain

Answer: C

Explanation:

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

NEW QUESTION 122
- (Topic 2)
Where can you find the Forcc.com IDE tool?

A. Setup| Create | Apps
B. Setup| Create | Packages
C. Setup |Develop | Tools
D. Setup Develop I API

Answer: C

NEW QUESTION 127
- (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 130
- (Topic 2)
What do {!expressions}refer to when used in Visual force components?

A. Roll-Up summaries
B. Factorial Equations
C. Apex Classes
D. Fields

Answer: D

NEW QUESTION 133
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 136
- (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 141
- (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 145
- (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 150
CORRECT TEXT - (Topic 2)
What are 4 tools available to increase Administrator productivity?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Schema Extract Tool
2- Explorer
3- Data Loader
4- Force.com Eclipse IDE

NEW QUESTION 155
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 seekto manage.

NEW QUESTION 158
- (Topic 2)
What are the types of items measured by the Sales force Labs Adoption Dashboards? Select all that apply:

A. User logins
B. Closed won opportunities
C. Call activity
D. Data quality

Answer: ACD

NEW QUESTION 163
- (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 168
CORRECT TEXT - (Topic 2)
What are the recommended steps to protect Sales force 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 170
- (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 171
- (Topic 2)
Which cannot be customized in Ideas?

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

Answer: C

NEW QUESTION 174
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 177
- (Topic 2)
What is an S-Control?

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

Answer: B

Explanation:

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

NEW QUESTION 180
CORRECT TEXT - (Topic 2)
What is the key phrase that executives use to ensure sales people adhere to using sales force?

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 181
- (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 185
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 190
- (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 195
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 199
CORRECT TEXT - (Topic 2)
What may be the impact of selecting the "next value" in the pick list during a work flow field update?

A. Mastered
B. Not Mastered

Answer: A

Explanation:

If you sort rallies alphabetically, the values above or below may be different for users in other languages and cause a different, undesirable result.

NEW QUESTION 202
- (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 204
- (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 208
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 209
- (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 (gcncrallyASP.NET or JSP),
D. Uses the Forcc.com API to read or modify SFDC data,
E. Are generally used for highly customized UI or business logic functionality that cannot be accommodated bys-controls.

Answer: B

NEW QUESTION 214
- (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 219
- (Topic 2)
What user permissions are needed to add content? Select all that apply:

A. Marketing user
B. Manage Workspace
C. Delegated Administration
D. Add Content

Answer: BD

NEW QUESTION 224
- (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 226
- (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 229
- (Topic 3)
When should you consider the System Debug Log? Choose 3 answers.

A. Workflow Rules
B. Custom Formula Fields
C. Assignment Rules
D. Escalation Rules

Answer: ACD

NEW QUESTION 234
- (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 237
- (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 238

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

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

Answer: BCD

NEW QUESTION 243
- (Topic 3)
Which is NOT an option for customizing Sales force Content?

A. Customer fields
B. Validation Rules
C. Workflow Rules
D. Workspace permissions

Answer: C

NEW QUESTION 244
- (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 249
- (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 250
- (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 253
- (Topic 3)
What does Connect for Microsoft Office include? Choose 2 answers.

A. B.Microsoft Excel add-in.
B. C.Microsoft Project add-in.
C. D.MicrosoftPowerPoint add-in.

Answer: A

NEW QUESTION 255
- (Topic 3)
How many days of Setup Audit History can be downloaded?

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

Answer: A

NEW QUESTION 258
- (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 263
- (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 264
- (Topic 3)
A company has set the organization wide defaults for all objects to private. Which profile setting would allow a user to access all of the accounts within the
organization and ONLY the cases they own?

A. Public for Accounts
B. Modify All Data
C. Read for Accounts
D. View All for Accounts

Answer: D

NEW QUESTION 267
- (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 269
- (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 272
- (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 276
- (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 281
- (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 285
- (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 288
- (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 291
- (Topic 3)
Which would you not find under Setup/ Develop?

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

Answer: A

NEW QUESTION 294
- (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 295
- (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 296
- (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 297
- (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 301
- (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 305
- (Topic 3)
File Attachment count towards complimentary data storage.

A. True
B. False

Answer: B

NEW QUESTION 307
- (Topic 3)
Which permission must a user have to trace in real-time using the system log?

A. "View All Data" permission
B. "Manage Users" permission
C. Manage Call Center" permission
D. "View Encrypted Data" permission

Answer: A

NEW QUESTION 309
- (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 314
- (Topic 3)
Universal Containers would like to build a recruiting application. The y need to track open positions and the attributes of those positions as well as candidates applying for those positions and the attributes of the candidate. What should an administrator do to track this information?

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

Answer: C

NEW QUESTION 318
- (Topic 3)
Which is NOT an option for customizing Sales force Community?

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

D. Customized s earch layouts.

Answer: C

NEW QUESTION 322
- (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 326
- (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 327
- (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 330
- (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 331
- (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 336
- (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 339
- (Topic 4)
In Sales force Territory Management a territory hierarchy is different from a role hierarchy in that it grants login access to all users in a territory.

A. Supports assigning users to multiple territories.
B. Automatically assigns users to sales teams in the territory.
C. Gives users in a territory full edit access to all accounts in that territory.

Answer: A

NEW QUESTION 342
- (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 344
- (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 347
- (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 352
- (Topic 4)
Force.com is multi-tenant. What does this statement mean?

A. It can share hardware and other infrastructure.
B. Multiple resources can work on it at the same time.
C. It can be deployed at multiple locations.
D. There are multiple features to protect your data.

Answer: A

NEW QUESTION 357
- (Topic 4)
Universal container wants to implement a system. There are specific unique values that needs to be related to objects. What is best way to implement it?

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

Answer: A

NEW QUESTION 358
- (Topic 4)

A. Which tools can be use to reduce the number of existing duplicate records?
B. Merge Wizard
C. Dashboard Pack
D. App Exchange solutions
E. Apex Trigger

Answer: AC

NEW QUESTION 362
- (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 364
- (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 367
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 369
- (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 t he 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 374
- (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 376
- (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 377
- (Topic 4)
What is true about cross object formula fields? (Select 2)

A. Fields on Parent can be referred
B. Fields on Grand Parent can be referred
C. Fields on Parent can be referred only using lookup
D. Fields on Grand Parent can only be referred using Master Details

Answer: AB

NEW QUESTION 382

- (Topic 4)
Which are not a capability of a delegated administrator?

A. Create/ edit users and reset passwords
B. Create custom fields
C. Create default sales teams
D. Create personal groups for users
E. Create Custom Objects
F. Assign users to specified profiles
G. Login as a use r who has granted login access

Answer: B

NEW QUESTION 383
- (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 386
- (Topic 4)
Who can publish the article on Knowledge?

A. User with "Manage Article" and CRUD on Article Type
B. User with Archive Articles in public Group

Answer: A

NEW QUESTION 390
- (Topic 4)
What is the fastest way to communicate new release information to your end users?

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

Answer: B

NEW QUESTION 394
- (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 or 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 396
- (Topic 4)
What is a benefit of creating a custom app for users?

A. Provide users with a place to share and install apps.
B. Allow users to manage custom objects and tab.
C. Gives users access to the tabs and records they need.
D. Differentiates standard and custom objects for users

Answer: C

NEW QUESTION 398
- (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 403
- (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 407
- (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 409
- (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 412
- (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 415
- (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 417
- (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 420
- (Topic 4)
What are included in Force.com platform? Choose 3

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

Answer:

BCD

NEW QUESTION 424
- (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 428
- (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 432
- (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 436
- (Topic 4)
What is an S-Control?

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

Answer: AB

NEW QUESTION 441
- (Topic 4)
What can be used to reduce the size of Formula field? (Choose 2)

A. CASE
B. CONTAINS
C. IF

Answer: AB

NEW QUESTION 445
- (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 447
- (Topic 4)
A Sales force object can exist independent of an application.

A. True
B. False

Answer: A

NEW QUESTION 448
- (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 453
- (Topic 4)
By Custom button what all you can call?

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

Answer: A

NEW QUESTION 457
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