Exam Questions ADM-211

Administration Essentials for Experienced Admin

https://www.2passeasy.com/dumps/ADM-211/

NEW QUESTION 1
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 2
- (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 lag 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 3
- (Topic 1)
How many fields can you track per object using Field History Tracking?

A. 5
B. 20
C. 50
D. Unlimited
E. None of the above

Answer: B

Explanation:

You can track up to 20 fields for Field Tracking History. Don't confuse this with Chatter feed notifications which can track more than 20 fields.

NEW QUESTION 4
CORRECT TEXT - (Topic 1)
Describe some techniques for motivating users:

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 5
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 6
- (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 7
CORRECT TEXT - (Topic 1)
How can you create a separate dashboard for each user and have it only visible to that user?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Clone the dashboard and put it in a separate folder that is only accessible to that user.

NEW QUESTION 8
- (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 9
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 10
- (Topic 1)
All applications downloaded from the App Exchange can be modified once loaded into an org.

A. True
B. False

Answer: B

Explanation:

Only unmanaged packages downloaded from the App Exchange can be modified. Managed packages are unable to be edited or customized.

NEW QUESTION 10
- (Topic 1)
How many records can be deleted at once using the Mass Delete tool?

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

Answer: B

Explanation:

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

NEW QUESTION 11
- (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 15
- (Topic 1)
How many characters can a formula field contain? Select all that apply:

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

Answer: D

Explanation:

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

NEW QUESTION 19
- (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 22
- (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 27
- (Topic 1)
How many letters do you have to enter for the auto-complete to work?

A. I
B. 2
C. 3
D. 4

Answer: A

Explanation:

Auto complete will begin to auto prompt on the first keystroke.

NEW QUESTION 29
- (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 30
- (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 31
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 33
CORRECT TEXT - (Topic 1)
Describe what Delegated Administrators CAN do:

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Create and edit users
2- Reset passwords
3- Create default sales teams
4- Create personal groups for users
5- Assign users to profiles
6- Login as a user who has granted login access

NEW QUESTION 36
CORRECT TEXT - (Topic 1)
32. Describe what Delegated Administrators CANT do:

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Create new profiles
2- Add fields

NEW QUESTION 38
- (Topic 1)
How many levels deep can cross-object formulas go?

A. 2
B. 3

C. 4
D. 5
E. None of the above

Answer: D

Explanation:

Documentation shows 10 unique relationships, but study guide and some community answers show 5.

NEW QUESTION 39
- (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 42
- (Topic 2)
What are some recommended optional installs from the App Exchange for general implementations?
Select all that apply:

A. User Adoption Dashboard
B. Hotkeys
C. Mass Delete
D. All of the above

Answer: D

NEW QUESTION 46
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 50
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-hoe use: If an administrator or a developer needs to share an application in a more casual setting.

NEW QUESTION 54
- (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 57
- (Topic 2)
What are the three types of S-Controls?

A. HTML, Component, Controller
B. A J AX, Component, Controller
C. HTML, Snippet, URL
D. AJAX, Snippet, URL

Answer: C

NEW QUESTION 59
- (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 62
- (Topic 2)
When is it appropriate to use packaging vs the metadata API?

A. When moving an entire app from one environment to another
B. If you have made changes to an apex change App
C. If you share an app in a more casual setting

Answer: ABC

NEW QUESTION 66
CORRECT TEXT - (Topic 2)
What considerations arc there in Workflow trigger order?

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 70
- (Topic 2)
What happens to the record you specify as the loser during a merge?

A. The record will go to the recycle him for 30 days.
B. The record will be immediately deleted
C. The record will be stored in a hidden object called "merge data"
D. The record will be stored on the winning record so you can see the audit history

Answer: A

NEW QUESTION 75
- (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 78
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 79
CORRECT TEXT - (Topic 2)
What are some common goals of localization?

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 82
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 83
- (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 84
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 89
CORRECT TEXT - (Topic 2)
What are some URI-s to stay current with what's happening with SFDC?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Trust, sales force.com
2- SFDC community
3- Idea Exchange
4- Release overview pages
5- Feature detail pages
6- Detailed release notes
7- Admin preview doc
8- Discover button in app
9- Official SFDC blog

NEW QUESTION 93
- (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 94
- (Topic 2)
What are some tools for managing the Change Request process with SFDC? Select all that apply:

A. Use the Service and Support app
B. Have end users submit case
C. Use the Solutions tab for FAQs
D. Use the Self-Service Portal and Suggested Solutions
E. Use the Metadata API for submitting cases from other applications
F. Use reports and dashboards to monitor metrics
G. Use Content to store related documents (change mgmt process, training of new processes/functionality/apps, etc), ongoing newsletter communications, Ideas
H. All of the above

Answer: H

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

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

Answer: E

NEW QUESTION 101
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 102
- (Topic 2)
Which of the following are track able with the User Login Locations functionality? Select all that apply:

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

Answer: ABC

NEW QUESTION 104
- (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 109
- (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 111
- (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 114
- (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 119
- (Topic 3)
How would an administrator ensure that users are not able to edit account records owned by other users?

A. Set the organization wide default for accounts to Public Read/Write
B. Remove edit access from the account object on the user profile.
C. Set the organization wide default for accounts to Public Read Only.
D. Override the Edit button on the account object with an Apex trigger to limit edit access to account owners only

Answer: C

NEW QUESTION 124
- (Topic 3)
What is Data Enrichment?

A. Improving Existing data by linkingadditional data services.
B. Systematic collection or organization and analysis of data
C. Creating formatconsistency, removing bad dataand consolidating resources.
D. Identifying and merging duplicate records.

Answer: A

NEW QUESTION 127
- (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 129
- (Topic 3)
Which process CANNOT be automated in Sales force by a system administrator?

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

Answer: D

NEW QUESTION 134
- (Topic 3)
Where within the user interface is the force.com IDE available for download?

A. Setup > Develop > Components
B. Setup > Develop >Tools
C. Setup > Create > Packages
D. Setup > Create > Apps

Answer: B

NEW QUESTION 139
- (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 Ul (User Interface)

Answer: ACD

NEW QUESTION 140
- (Topic 3)
Where is additional information about the Excel-Connector available?

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

Answer: A

NEW QUESTION 144
- (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 149
- (Topic 3)
What feature is NOT customizable under the Setup/Develop menu?

A. Pages
B. Components
C. Apps
D. Apex Classes

Answer: C

NEW QUESTION 153
- (Topic 3)
Which would you not find under Setup/ Develop?

A. Apps
B. Apex Classes
C. API

D. S-Controls

Answer: A

NEW QUESTION 156
- (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 159
- (Topic 3)
Is it possible to modify apps downloaded from the App Exchange?

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

Answer: B

NEW QUESTION 163
- (Topic 3)
What are the symptoms of a sharing model that is too private? Select all that apply.

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

Answer: ABC

NEW QUESTION 165
- (Topic 3)
File Attachment count towards complimentary data storage.

A. True
B. False

Answer: B

NEW QUESTION 168
- (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 170
- (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 174
- (Topic 4)
Which deployment tools allow you to manage changes in a source-code control system? (Select all that apply)

A. Change sets

B. Force.com IDE
C. Force.com Migration Tool

Answer: BC

NEW QUESTION 177

- (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 178

- (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 179

- (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 183

- (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 187

- (Topic 4)
What is not supported by Content?

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

Answer: B

NEW QUESTION 191

- (Topic 4)
Suri has the "read" permission for the case object on her profile. A criteria-based sharing rule gives her read/write access to product support cases. Will Suri be able to edit.

A. Yes
B. No

Answer: B

NEW QUESTION 195

- (Topic 4)
What records can be cleaned and enriched using Data.com?
{Select all that apply.)

A. Accounts

B. Contacts
C. Opportunities
D. Campaigns
E. Leads

Answer: ABE

NEW QUESTION 198
- (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 202
- (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 203
- (Topic 4)
A Sales force object can exist independent of an application.

A. True
B. False

Answer: A

NEW QUESTION 208
- (Topic 4)
By Custom button what all you can call?

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

Answer: A

NEW QUESTION 213
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