

## 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 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 3

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 4

- (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 5

- (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 6

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 7**

- (Topic 1)

Is the Data loader fully supported by Sales force?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 8**

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 9**

CORRECT TEXT - (Topic 1)

Describe some techniques for motivating users:

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

1- Get 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 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 10**

- (Topic 1)

S-Controls are only triggered through the user interface

- A. True
- B. False

**Answer:** A

### 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 16

CORRECT TEXT - (Topic 1)

Describe some techniques for winning over sales teams?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

- 1- Know the audience and realize that the driver for sales users is making their n umbel's
- 2- Ask to sec planners, notes, etc, and notice what is different between high and low performers
- 3- Examine what they want to track
- 4- Encourage a vision of the left hand knowing what the right is doing
- 5- First step is usually to make information tracking easy by consolidating all in one place

### NEW QUESTION 19

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 23

CORRECT TEXT - (Topic 1)

Describe how administrators can examine what configuration changes have been made:

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

- 1- Through the audit trail (at Setup | Security Controls).
- 2- It will show the 20 most; recent setup changes, you can download a complete history for the last 180 days
- 3- There are over three dozen items tracked (see "Monitoring Setup Changes" in help)
- 4- Alternatively, you might use Dream factory's Snapshot or other Metadata API-based tools.

### NEW QUESTION 27

- (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 30

- (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 33

- (Topic 1)

You can specify the criteria for specific objects desired in the weekly data export function?

- A. True
- B. False

**Answer:** A

**Explanation:**

You can select the objects and create subsets of data in the weekly export.

### NEW QUESTION 35

- (Topic 1)

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 was 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

**Explanation:**

Workflow rules run whether or not the end user is able to see the field.

### NEW QUESTION 40

- (Topic 1)

Account ID is required on the Opportunity object via the API.

- A. True
- B. False

**Answer:** B

**Explanation:**

You do not need the Account ID on the opportunity when accessing through the API.

### NEW QUESTION 42

- (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 45

- (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 50**

- (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 52**

CORRECT TEXT - (Topic 1)

Describe data "scrubbing":

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Scrubbing is a processed used to help identify dirty data. Explanation/Reference:

The process removes formatting (like in a phone number) to line up data to check for duplicates or bad data.

**NEW QUESTION 57**

- (Topic 1)

How often can weekly data export requests be made?

- A. Every 4 days
- B. Every 5 days
- C. Every 6 days
- D. Every 7 days

**Answer:** C

**Explanation:**

Requests can be made every 6 days.

**NEW QUESTION 58**

- (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 63**

- (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 68

- (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 72

- (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 79

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 83

- (Topic 1)

Apex offers optional creation of test scripts that can be run in a dev environment, in the UI or by sales force support personnel.

- A. True
- B. False

**Answer:** B

**Explanation:**

The test scripts are mandatory, not optional

#### NEW QUESTION 84

- (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 86

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 88

- (Topic 1)

Apex is client-side

- A. True
- B. False

**Answer:** B

**Explanation:**

Apex is server side,S-Controls are client-side.

#### NEW QUESTION 91

CORRECT TEXT - (Topic 2)

What are 2 the ways that Visual pages can be incorporated into the rest of your user interface?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

1- Tabs2. Embedded into page layouts

#### NEW QUESTION 96

- (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 100

CORRECT TEXT - (Topic 2)

When should you consider Opportunity Big Deal Alerts?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- When on PE (no workflow) or it fits the criteria listed below:
- 2- Opportunity triggered on the Amount and Probability field thresholds
- 3- Limited routing functionality is okay
- 4- Specific only to opportunities

#### NEW QUESTION 104

- (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 107

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 109

CORRECT TEXT - (Topic 2)

What is the difference between locking an opportunity using approvals versus changing the record type to a page layout with all read only fields?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

The oppty becomes "locked" and the lock symbol appears on the oppty and the edit button is disabled.

Record Type:

The record is read only, but no visual clue as to whether or not anything else is going on ( ie approval process)

#### NEW QUESTION 111

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)

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 114

- (Topic 2)

Where can you find the Force.com IDE tool?

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

**Answer:** C

#### NEW QUESTION 115

- (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 120

CORRECT TEXT - (Topic 2)

What are the 4 steps in authenticating users when they log into Sales force?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

- 1- If the user's login is from a browser that includes a Sales force cookie, the login is allowed. The browser will have the Sales force cookie if the user has previously used that browser to log in to Sales force, and has not cleared the browser cookies.
- 2- If the user's login is from an IP address in your organization's trusted IP address list, the login is allowed.
- 3- If the user's login is from neither a trusted IP address nor a browser with a Sales force cookie, the login is blocked.
- 4- Whenever a login is blocked or returns an API login fault, Sales force must verify the user's identity using a temporary verification code sent to the user's email account.

#### NEW QUESTION 123

- (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 125

- (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 127

- (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)

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 136

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 139

CORRECT TEXT - (Topic 2)

What are the 5 main places you can go to receive support for Apex?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Extensive documentation on the Apex Developer Network site.
- 2- The Eclipse IDE plugin
- 3- Mandatory creation of test scripts that can be run in a development environment
- 4- In the UI
- 5- Sales force support personnel

#### NEW QUESTION 143

- (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 145

- (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 148

- (Topic 2)

What happens to the non-surviving records after a merge?

- A. Records are permanently deleted
- B. Records are stored in a temporary custom object
- C. Records are sent to the Recycle Bin
- D. Records remain on the winning account record but removed from view

**Answer:** C

#### NEW QUESTION 149

- (Topic 2)

Which cannot be customized in Ideas?

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

**Answer:** C

#### NEW QUESTION 153

- (Topic 2)

What are the ways you can solve a time-based email alert? Select all that apply:

- A. Task
- B. Workflow
- C. Escalation
- D. Trigger

**Answer:** AC

#### NEW QUESTION 154

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 158

- (Topic 2)

Which of the following will make it easier for users to reach merge tools?

- A. Build a custom bottom/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 162

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 166

- (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 171

- (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

- (Topic 2)

What are some of the criteria you can use to identify duplicate records? Select all that apply:

- A. Account Numbers
- B. Descriptions
- C. IDs
- D. Phone numbers
- E. SIC Codes
- F. Addresses

G. Email Addresses

**Answer:** ACDFG

**Explanation:**

B - Descriptions can be anything and will not show unique records.  
E-SIC codes can be applied to many records and do not identify unique records.

#### NEW QUESTION 173

- (Topic 2)

What data retrieval method does not require admins to have a deep understanding of the database?

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

**Answer:** AC

#### NEW QUESTION 177

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 179

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 183

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 186

- (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 188

- (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 190

- (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 193

- (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 198

- (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 201

- (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 206

- (Topic 3)

When requesting a log analysis for Sales force's information Security department, an administrator will NOT get it.

- A. An encrypted version of the log file.
- B. the User ID of the person being investigated,
- C. coaching on how to create the actual view of information
- D. the password to decrypt the log file in the same document as the log file.

**Answer:** D

#### NEW QUESTION 209

- (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 210

- (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 211

- (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 215

- (Topic 3)

When wouldn't you use APEX?

Choose 2

- A. Adding Visual Elements to the UI (Visual Force)
- B. Add Business Logic that only applies when accessing data through the UI
- C. Integrating a third party system that does not support web services
- D. Add functionality to an s-Control or Composite Application to process one record at a time

**Answer:** AB

#### NEW QUESTION 220

- (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 224

- (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 229

- (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 230

- (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 233

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 237

- (Topic 3)

What are some characteristics of web applications or web controls? Choose 3 answers.

- A. Runs on a customer hosted web server
- B. Has a custom UI (Generally ASP.NET or JSP)
- C. It is not possible to incorporate web services API Calls into S-Controls
- D. Are generally used for highly customized UI or Business logic functionality that cannot be accommodated by S-Controls

**Answer:** ABD

#### NEW QUESTION 242

- (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 246

- (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 251

- (Topic 3)

If a primary object on a custom report type is a custom object, what happens if the custom object is deleted?

- A. The custom report type will be deleted.
- B. The custom report type will not be deleted.
- C. The custom report type and any reports created from it will be automatically deleted.
- D. The custom report type will be deleted but any reports created from it will remain available.

**Answer:** C

#### NEW QUESTION 253

- (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 256

- (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 257

- (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 261

- (Topic 3)

Sales force will automatically archive older activities that meet certain criteria (for example, events with due dates greater than 365 days). Where does a user go to view these records?

- A. Recycle Bin
- B. Activity history related list
- C. Activities home page view
- D. Storage usage link under Setup

**Answer:** B

#### NEW QUESTION 266

- (Topic 3)

Which would you not find under Setup/ Develop?

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

**Answer:** A

#### NEW QUESTION 269

- (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 271

- (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 275

- (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 280

- (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 285

- (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 287

- (Topic 3)

Which permission is needed to publish a document on Sales force Content?

- A. " Modify All Data" checked on the user's profile
- B. Customize Application" checked on the user's profile
- C. Manage Works paces" checked in the workspace permission definition, or" Modify All Data" check on the user's profile
- D. Manage Workspaces" checked in the workspace permissions definition, or" Add Content" checked in the workspace permission definition

**Answer:** D

#### NEW QUESTION 291

- (Topic 3)

What is an example of Web-to-X usage?

- A. Candidates apply to a position directly on a website and their information is stored in Sales force.
- B. You can update your Company's website from Sales force
- C. You can schedule data updates from your website to Sales force.

**Answer:** A

#### NEW QUESTION 293

- (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 298

- (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 302

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 303

- (Topic 3)

Which statement is FALSE regarding Visual force?

- A. Developers can create user interfaces for multiple devices
- B. It is only available in Developer, Enterprise, and Unlimited Editions
- C. It helps to complete the model-view-controller pattern for force.com
- D. Visual force pages experience the same performance as standard Sales force pages.

**Answer:** B

#### NEW QUESTION 307

- (Topic 3)

When would you use APEX? Choose 2 answers.

- A. When you need to process one record at a time
- B. If you want to attach business logic to a data event
- C. Use classes when coding APEX that will be used by other developers
- D. When you can use a custom formula field

**Answer:** BC

#### NEW QUESTION 310

- (Topic 3)

Universal Containers would like to build a recruiting application. They 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 311

- (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 316

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 320

- (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 325

- (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 330

- (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 333

- (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 338

- (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 340

- (Topic 4)

What is used to manage Content? Choose 2

- A. Libraries
- B. Directories
- C. Folders
- D. Links

**Answer: AD**

#### NEW QUESTION 341

- (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 343

- (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 345

- (Topic 4)

On Sales force console if a user want to see more fields in Parent object mini layout while viewing Child Detail Page.

- A. Change Mini Page Layout
- B. Change Page Layout
- C. Change Console Layout
- D. Change Mini Console layout

**Answer:** A

#### NEW QUESTION 350

- (Topic 4)

Communities are not supported by:

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

**Answer:** C

#### NEW QUESTION 353

- (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 357

- (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 361

- (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 366

- (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 371

- (Topic 4)

How many characters a formula field can support (including spaces, return characters, and comments)?

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



**Answer:** D

**NEW QUESTION 373**

- (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 378**

- (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 381**

- (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 385**

- (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 389**

- (Topic 4)

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

- A. Who is the most restricted user?
- B. How often will users change roles?
- C. Who is the least restricted user?
- D. Are there objects that should not be viewed/edited by a user?
- E. All of the Above R None of the Above

**Answer:** D

**NEW QUESTION 393**

- (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 396**

- (Topic 4)

What can be customized in content? (choose 2)

- A. Content type



- B. Validation rules
- C. Page layouts
- D. Content Value

**Answer:** AB

#### NEW QUESTION 400

- (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 mail 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 404

- (Topic 4)

What tools are available to help troubleshoot issues with an approval process? (Select all that apply)

- A. Approval History related list
- B. Visual force Pages
- C. Sales force email logs
- D. Apex triggers

**Answer:** AC

#### NEW QUESTION 408

- (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 411

- (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 413

- (Topic 4)

How can you measure adoptions beyond just logins? Choose 3 answer.

- A. Decrease Login Session Timeouts
- B. Track how often users are using new features after training sessions,
- C. Run spot checks on Data
- D. Track training sessions in SFDC

**Answer:** BCD

#### NEW QUESTION 416

- (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 419

- (Topic 4)

A Sales force object can exist independent of an application.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 424

- (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 427

- (Topic 4)

By Custom button what all you can call?

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

**Answer:** A

#### NEW QUESTION 432

- (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 434

- (Topic 4)

Delegated Groups Detail can define which of the following EXCEPT:

- A. Delegated Administrators
- B. User Administration (Roles)
- C. User Administration (Roles and Subordinates)
- D. Profiles
- E. Custom Object Administration

**Answer:** B

#### NEW QUESTION 438

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