Salesforce

Exam Questions ADM-211

Administration Essentials for Experienced Admin

NEW QUESTION 1
CORRECT TEXT - (Topic 1)
Describe some features within web services.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- 30+ operations (methods) supported
2- Numerous entities (objects) supported
3- SOQL (S force Object Query Language)
4- SOSL (S force Object Search Language)

NEW QUESTION 2
- (Topic 1)
The API fully respects the security and access protocols configured through Force.com builder.

A. True
B. False

Answer: A

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
- (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 6
CORRECT TEXT - (Topic 1)
Describe Apex

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 7
- (Topic 1)
S-Controls are only triggered through the user interface.

A. True
B. False

Answer: A

NEW QUESTION 8
- (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 9
- (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 10
- (Topic 1)
Controls are no longer supported by SFDC

A. True
B. False

Answer: A

Explanation:
S Controls are being deprecated from the system and phased out. Users that started using SFDC after October 2010 will not see S Controls as an option.

NEW QUESTION 10
CORRECT TEXT - (Topic 1)
List"clicks" and "code" options at the 'Business Logic' level.

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 15
- (Topic 1)
S-Controls are only triggered through the user interface

A. True
B. False

Answer: A

NEW QUESTION 18

- (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 20
- (Topic 1)
In the context of the Data Quality Dashboard, what does it mean to have 100% as the score?

A. All users have successfully logged in
B. All data has been reviewed by each user
C. All users have created at least 1 record
D. All key fields have been populated

Answer: D

NEW QUESTION 21
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 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 26
- (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)
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 35
- (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 37
- (Topic 1)
You can log a case with Sales force to see if an employee exported data within a particular time frame.

A. True
B. False

Answer: A

Explanation:

This is called forensic investigation and can be requested via a case.

NEW QUESTION 40
- (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 44
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 49
- (Topic 1)
The Schema Extract tool is supported by Sales force.

A. True
B. False

Answer: B

Explanation:

The Schema extract tool is not supported by Sales force

NEW QUESTION 50
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 53
- (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 56
- (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 58
- (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 61
- (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 66
- (Topic 1)
File attachments count towards the overall data storage limit.

A. True
B. False

Answer: B

Explanation:

File attachments count towards file storage, not data storage. The storage limit is 1GB minimum for data and 11GB minimum for file storage for all editions.

NEW QUESTION 67
CORRECT TEXT - (Topic 1)
List "clicks" and "code options at the 'Data Model level'.

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 68
CORRECT TEXT - (Topic 1)
Describe the properties and considerations for Master Detail Relationship records/fields.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
The relationship field is required on all detail records.
Once the value of the relationship field has been saved, it cannot be changed.
The ownership and sharing of a detail record are determined by the master record. When a user deletes the master record, all detail records are deleted.
You can create rollup summary fields on the master record to summarize the detail records.

NEW QUESTION 71
- (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 73
- (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 77
- (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 81
- (Topic 1)
Personal tags can be viewed by Admins

A. True
B. False

Answer: B

Explanation:

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

NEW QUESTION 84
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 88
CORRECT TEXT - (Topic 1)
Describe how can you use Excel Connector in conjunction with custom reports to get the data you want?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Run the report from Excel using Connect for Office, then
2- Use the Excel Connector to manipulate and update data

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 95
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 100
- (Topic 1)
How many days of setup audit history can you download?

A. 7
B. 30
C. 90
D. 180
E. 365
F. You can't download this information due to security

Answer: D

NEW QUESTION 104
- (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 107
- (Topic 1)
Apex is client-side

A. True
B. False

Answer: B

Explanation:

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

NEW QUESTION 110
CORRECT TEXT - (Topic 2)
What are2 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 115
CORRECT TEXT - (Topic 2)
What permissions arc needed to install Forcc.com Connect for MS Office?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
On the profile:
1- Connect for Office: "On, updates w/o alerts" for all clients
2- Connect for MS Outlook:"On, updates w/o alerts"

NEW QUESTION 118
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 120
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 124
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 128
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 132
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 wixard
3- Mass transfer
4- Mass delete
5- Mass reassign Account or Oppty Teams
6- Mass update addresses

NEW QUESTION 137
- (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 141
- (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 142
- (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 145
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 147
CORRECT TEXT - (Topic 2)
What are the4 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 150
- (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 155
CORRECT TEXT - (Topic 2)
What are 4 common Challenges to going global?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Intl BU's & IT operating autonomously
2- Mix of English & native language
3- Immature sales processes
4- No Common platform

NEW QUESTION 156
- (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 157
- (Topic 2)
Which App Exchange partners allows you to easily web-enable any object without needing to use the API to develop custom web integrations?
Select all that apply:

A. Model Metrics wcb2anything
B. Veer West form Assembly
C. Click tools
D. Vertical Response

Answer: ABC

NEW QUESTION 161
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 166
- (Topic 2)
Which are the four pillars of Sales force success? Select all that apply:

A. Apps
B. Forcc.com Platform
C. Marketing Clout
D. Community
E. App exchange

Answer: ABDE

NEW QUESTION 170
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 173
- (Topic 2)
What arc the benefits of Apex versus other applications? Select all that apply:

A. Runs Natively on SFDC servers
B. Faster than non-server code
C. Supported by SFDC

Answer: ABC

NEW QUESTION 178
- (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 182
CORRECT TEXT - (Topic 2)
What arc the potential reasons why different people may have different numbers when they create and run reports?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
They used different criteria:
1- Time frames
2- My vs all ownership criteria
3- Advanced fillers

NEW QUESTION 187
- (Topic 2)
You should rename records before merging.

A. True
B. False

Answer: A

Explanation:

It is helpful to rename because you can easily identify the winning record

NEW QUESTION 191
- (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 196
CORRECT TEXT - (Topic 2)
What are some of the parameters that should be taken into account when thinking of training?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- WIIFM? "What's in it for me"
2- Ongoing Use the app
3- Ongoing training
4- Tracking training

NEW QUESTION 199
CORRECT TEXT - (Topic 2)
What skill set is required to work with outbound messages? API? or Apex?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Programmatic skill set working with programming languages such as C# or Java are similar.

NEW QUESTION 200
- (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 202
CORRECT TEXT - (Topic 2)
What are some of the limitations of a Developer org?

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 205
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 206
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 209
- (Topic 2)
What is the one-stop-shop for information about a new release?

A. Gartner News Source
B. Forbes Innovation Magazine
C. Salesforce.com community
D. Partner Portal

Answer: C

NEW QUESTION 211
- (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 212
- (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 216
- (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 217
- (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
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 222
- (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 225
- (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 226
- (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 229
- (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 232
- (Topic 2)
What are the two primary components of the Visual force framework? Select all that apply:

A. Components
B. S-Controls
C. Apex Pages
D. Controllers
E. Static Resources

Answer: AD

NEW QUESTION 233
- (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 235
- (Topic 3)
With cross-object formula fields, fields can be inserted from objects of which relationship types?
Choose 2 answers.

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

Answer: AC

NEW QUESTION 237
- (Topic 3)
Programmatic features generally consist of hooks and targets. Which of the following are hooks?
Choose 2 answers

A. Apex Trigger
B. Apex Class
C. Customer Link
D. Customer Button

Answer: CD

NEW QUESTION 240
- (Topic 3)
What are three types of S-Controls? Choose 3 answers.

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

Answer: BCD

NEW QUESTION 241
CORRECT TEXT - (Topic 3)
Why are 2 important reasons for admins to check the size of a data set on a mobile configuration before activating it.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- To make sure that performance on the mobile device won't be severely impacted
2- To ensure the data will not be over the max limit set by administrator

NEW QUESTION 245
- (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)
The IT organization at Universal Containers wants to install a specific version of Force.com Connect Offline on all employee machines and periodically monitor which version of the product employees are using. How can they do this?
Choose 2 answers

A. This is not possibl
B. Force.com Connect Offline must be installed by each Sales force user.
C. Administrators in IT can see which version of Force.com Connect Offline that each user has by looking at the user role.
D. Administrators in IT can monitor the version of Force.com Connect Offline that each user has by looking at the user login history.
E. Windows Network Administrators can install Force.com Connect Off line on several machines at once using the MSI package available under Setup > Desktop Integration > Connect Offline.

Answer: CD

NEW QUESTION 252
- (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 254
- (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 256
- (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 257
- (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 261
- (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 262
- (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 264
- (Topic 3)
What are some symptoms of a sharing model that is too public? Choose 2 answers.

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

Answer: AC

NEW QUESTION 269
- (Topic 3)
What are some characteristics of web applications or web controls? Choose 3 answers.

A. Runs on a customer hosted web server
B. Ha S a custom UI (Generally ASPNET 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 cannotbe accommodated by S-Controls

Answer: ABD

NEW QUESTION 272
- (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 277
- (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 279

- (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 284
- (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 287
- (Topic 3)
An admin wants to extract and then delete tile attachments. What is the easiest method of
extract file attachments?

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

Answer: B

NEW QUESTION 290
- (Topic 3)
What permission do you need to run the System Debug Log?

A. Sys tern Debug Log
B. Manage Users
C. Modify All Data
D. View All Data

Answer: D

NEW QUESTION 291
- (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 292
- (Topic 3)
What are the four pillars of Sales force Success?

A. App
B. Force.com Platform, Communit
C. App Exchange
D. Apps, Force.com Platfor
E. Community, Ideas
F. Force.com Platform, Community, Ideas, App Exchange
G. Apps, Community, App Exchange, Ideas

Answer: A

NEW QUESTION 293
- (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 294
- (Topic 3)
Sales force will automatically archive older activities that meet certain criteria (for example,
events with due dates greater than 365 da ys). 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 298
- (Topic 3)
Which would you not find under Setup/ Develop?

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

Answer: A

NEW QUESTION 301
- (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 305
- (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 307
- (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 309
- (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 312
- (Topic 3)
File Attachment count towards complimentary data storage.

A. True
B. False

Answer: B

NEW QUESTION 317
- (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 319
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 320
- (Topic 3)
What are the two major pieces to S-Controls?

A. Hooks and Controllers
B. Controllers and Protectors
C. HTML & Java Script
D. Visual Presentation & Functional/code

Answer: C

NEW QUESTION 324
- (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 327
- (Topic 3)
Universal Containers wants all of its sales representatives to use a standard format in Microsoft Word for communicating price quote information to its customers.

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

Answer: C

NEW QUESTION 330
- (Topic 3)
When would you use APEX? Choose 2 answers.

A. When you need t o 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 335
- (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 338
- (Topic 3)
Which action is possible with Connect for Lotus Notes and Sales force for Outlook? Choose 3 Answers

A. Create accounts in Sales force
B. Synchronize calendar appointments to Sales force
C. Upload email attachments to Sales force
D. Synchronize contacts and tasks to Sales force

Answer: BCD

NEW QUESTION 339
- (Topic 3)
How can Administrators examine what configuration changes have been made?

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

Answer: B

NEW QUESTION 342
- (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 344
- (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 346
- (Topic 3)
What is Data Cleansing?

A. Improving existing data by linked additional data services
B. Systematic Collectionor organization and analysis ofdata.
C. Creating format consistency removing bad data and consolidating resources
D. Identifying and merging duplicate records.

Answer: C

NEW QUESTION 350
- (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 352
- (Topic 3)
Which is NOT a characteristic of a multi-tenant programming language such as Apex?

A. Governor limits restrict the amount of interactions
B. Developers can reuse global code written in any org

C. All code is executed on the same set of Sales force servers
D. Classes are saved with the version of the API with which they were created

Answer: C

NEW QUESTION 356
- (Topic 3)
What is a benefit of web services?

A. 30+ operations or methods supported
B. Few Objects or Entities supported
C. WSDL
D. HTML based

Answer: A

NEW QUESTION 357
- (Topic 3)
Which statement is TRUE regarding the order by which Workflow Rules and actions are executed?
Choose 3 Answers

A. Unlike assignment rules, there is no set order in which workflow rules may be triggered
B. A user cannot use the system log to track and troubleshoot the execution of workflow triggers.
C. Workflow actions execute i n the following order: field update, task, emails, outbound messaging.
D. Multiple workflow rules are executed upon save resulting in any combination of different actions

Answer: ACD

NEW QUESTION 361
- (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 365
- (Topic 4)
What is used to manage Content? Choose 2

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

Answer: AD

NEW QUESTION 368
- (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 373
- (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 377
- (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 381
- (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 383
- (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 385
- (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 387
- (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 391
- (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 396
- (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 399
- (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 402
- (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 406
- (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 411
- (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 415
- (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 420
- (Topic 4)
What are some differences between Visual Force and S-Controls? Choose the best answer.

A. Complete control of UI
B. Complete control of UI, easy to create code, more manageable
C. Client side
D. All of the above.

Answer: B

NEW QUESTION 424
- (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 426
- (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 429
- (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 430
- (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 435
- (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 438
- (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 440
- (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 441
- (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 444
- (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 447
- (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 451
- (Topic 4)
If you have an email campaign and a telemarketing campaign that both influenced the same opportunity, and you designated the email campaign as the primary campaign source, the campaign statistic s opportunities fields will be populated for the?

A. Email Campaign
B. Telemarketing Campaign
C. Both Campaigns
D. Blank

Answer: A

NEW QUESTION 456
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