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

A. True
B. False

Answer: A

NEW QUESTION 6
- (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 7
- (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 8
CORRECT TEXT - (Topic 1)
Describe the use cases for Delegated Administration

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 9
- (Topic 1)
Roll-up Summary Fields work with Opportunity Line Items to Opportunities?

A. True
B. False

Answer: A

Explanation:

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

NEW QUESTION 10
- (Topic 1)
Is the Data loader fully supported by Sales force?

A. Yes
B. No

Answer: A

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 11
CORRECT TEXT - (Topic 1)
Describe the differences between Case and an If function?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Case Checks a given expression against a series of values. If the expression is equal to a value, returns the corresponding result. If it is not equal to any values, it

returns the else _result
IF Determines if expressions are true or false. Returns a given value if true and another value if false

NEW QUESTION 12
CORRECT TEXT - (Topic 1)
Describe the difference between a lookup and a master-detail relationship?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Lookup: Creates a relationship that links this object to another object. The relationship field allows users to click on a lookup icon to select a value from a popup list. The other object is the source of the values in the list Master-detail: Creates a special type of parent-child relationship between this object (the child, or "detail") and another object (the parent, or "master").

NEW QUESTION 14
- (Topic 1)
S-Controls are only triggered through the user interface

A. True
B. False

Answer: A

NEW QUESTION 15
- (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 18
CORRECT TEXT - (Topic 1)
How can you create a separate dashboard for each user and have it only visible to that user?

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 20
- (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 22
- (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 25
CORRECT TEXT - (Topic 1)
How can you take away a user's ability to run reports while allowing them to view dashboards?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Remove the "Run Reports" and "Create and Customize Reports" profile permissions. This will still allow the user to view dashboards.

NEW QUESTION 26
- (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 27
- (Topic 1)
Because Apex runs in a multitenant environment, the Apex runtime engine strictly enforces a number of ensure that runaway scripts do not monopolize shared resources.

A. Bandwidth limits
B. API limits
C. Data storage limits
D. Governor limits
E. Mayoral limits

Answer: D

Explanation:

Governor limits help to ensure the stability and performance of each org inside SFDC shared infrastructure.

NEW QUESTION 32
CORRECT TEXT - (Topic 1)
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 35
- (Topic 1)
An administrator notices there are too many duplicate records, numerous sharing rules, and a large number of manually shared records. This situation maybe a symptom of...

A. A role hierarchy that has too few roles
B. A sharing model that is too public.
C. A sharing model that is too private.
D. Object permissions on profiles that are too restrictive.

Answer: C

Explanation:

With a private sharing model, users can't see if records already exist in the system and create new ones that they can see. Also, IT receives many requests for additional access to users as well as users individually sharing records.

NEW QUESTION 36
- (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 39
- (Topic 1)
Steps can be added to an active approval process.

A. True
B. False

Answer: B

Explanation:

Steps cannot be added after the process has been activated.

NEW QUESTION 44
CORRECT TEXT - (Topic 1)
Describe the best way to manage Lockout Periods for maintenance?

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 46
- (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 49
- (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 50
CORRECT TEXT - (Topic 1)
List some ways that admins can increase user adoption:

A. Mastered
B. Not Mastered

Answer: A

Explanation:

1- Measure user adoption (including dashboards)
2- Motivate users by showing them the value
3- Use Sales force during meetings
4- Use Sales force as a Sales Portal
5- Train the end users

NEW QUESTION 53
- (Topic 1)
Ideas can be used in the self service portal.

A. True
B. False

Answer: B

Explanation:

Only customer and partner portals can use ideas.

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

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

Answer: B

NEW QUESTION 61
- (Topic 1)
If you are granted access to a record through manual sharing or sharing rules, you can share the record to someone else

A. True
B. False

Answer: A

Explanation:

But only if granted Full Access to the record.

NEW QUESTION 63
- (Topic 1)
A Sales force object can exist independent of an application.

A. True
B. False

Answer: A

Explanation:

You do not have to create a custom tab or assign a custom object to an application.

NEW QUESTION 68
- (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 72
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 75
CORRECT TEXT - (Topic 1)
List the "clicks" and "code" options at the 'User Interface 'level.

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 79
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 82
- (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 87
- (Topic 2)
What arc the two questions that you should ask yourself when trying to decide how to set Organization Wide Default permissionsfor an object?
Select all that apply:

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

Answer: AB

NEW QUESTION 89
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 90
- (Topic 2)
Whichof thefollowing archooks:
Select all that apply:

A. S-Control
B. Apex Trigger

C. Custom Link
D. Web Tabs

Answer: CD

NEW QUESTION 94
- (Topic 2)
What is the maximum number of users that can be tracked in the persistent debug log?

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

Answer: D

Explanation:

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

NEW QUESTION 96
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 101
CORRECT TEXT - (Topic 2)
What are the 4 common ways to export data from SFDC?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Reports
2- Weekly data exports
3- Data Loader/API Applications
4- Community Tools
(Excel connector. Outlook connector)

NEW QUESTION 105
- (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 109
- (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 112
- (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 116
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 119
- (Topic 2)
Where are Sales force's web services capabilities defined? (2 answers)

A. Company Information
B. Subscription Agreement
C. WSDL
D. API Documentation

Answer: CD

NEW QUESTION 122
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 127
- (Topic 2)
What are the three types of S-Controls?

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

Answer: C

NEW QUESTION 132
- (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 134
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 135
CORRECT TEXT - (Topic 2)
What can you do with Workflow? (assuming EE edition or higher)

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Alerting
2- Tasking
3- Routing/assigning/escalation
4- Updating
5- Integrating
6- Mass communication

NEW QUESTION 137
- (Topic 2)
What can be customized in content? Select all that apply:

A. Content type
B. Validation rules
C. Page layouts
D. Content Value

Answer: AB

NEW QUESTION 138
- (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 142
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 145

- (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 150
- (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 154
CORRECT TEXT - (Topic 2)
What is the save order of processes?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- System validation rules
2- All Apex 'before' triggers.
3- Custom validation rules
4- All Apex 'after' triggers
5- Assignment rules (Leads and Cases only)
6- Auto-response rules (Leads and Cases only)
7- Workflow rules
8- Escalation rules (Cases only)
9- Parent Roll-up Summary Fields (which triggers all of the above on the parent object)

NEW QUESTION 159
CORRECT TEXT - (Topic 2)
What are the recommended steps to protect Sales force users from security concerns such as phishing?

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 164
- (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 167
- (Topic 2)
Which cannot be customized in Ideas?

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

D. Communities

Answer: C

NEW QUESTION 168
CORRECT TEXT - (Topic 2)
What services arc included in DaaS?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Force com metadata API
2- Force com IDE
3- Force com Sandbox
4- Force com code share

NEW QUESTION 171
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 175
- (Topic 2)
Which tools provide SQL-like control in receiving data from Sales force?
Select all that apply:

A. Reports
B. Data leader
C. Excel Connector
D. Weekly export

Answer: BC

NEW QUESTION 179
CORRECT TEXT - (Topic 2)
When should you consider System Debug Log?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
(Requires View All Data profile permission)
1- To see behind-the-scenes details Of Apex
2- Validation rules
3- Workflow rules
4- Approval processes
5- Assignment rules
6- Auto-response rules
7- Escalation rules

NEW QUESTION 183
CORRECT TEXT - (Topic 2)
What arc examples of content that can be included in a Visual force page?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- VF Tags
2- Force.com merge tags
3- HTML

4- Java
5- Flash
6- Any other code that can execute w/in a HTML page

NEW QUESTION 188
- (Topic 2)
What are some drawbacks to S-Controls? Select All that apply:

A. S-controls are client-side code, so can slow-down the UI
B. Not always cross-browser compatible
C. SFDC does not support the code

Answer: ABC

NEW QUESTION 193
CORRECT TEXT - (Topic 2)
What are some of the training options available to Sales force Administrators/ implementors?

A. Standard web training
B. Custom training
C. Education Services
D. Certification

Answer: A

NEW QUESTION 194
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 195
CORRECT TEXT - (Topic 2)
What arc the benefits of using Visual force pages over S controls?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Flexibility-you have complete control over the UI
Reuse- Common UI elements can be referenced and reused so you don't start from scratch.
Logic Model - You can leverage the full power of Apex to create UI behaviors and replace only the parts you need for greater control.
Development model - code is easy to create and is easily managed.

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

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 200
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 203
- (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 206
- (Topic 2)
What is the fastest way to communicate new release information to your end users?

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

Answer: D

NEW QUESTION 208
- (Topic 2)
When should you use Apex? Select all that apply:

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

Answer: BDEF

NEW QUESTION 210
- (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 212
- (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 213
- (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 217
- (Topic 2)
Which of the following are other approaches to using the built in wizards for mass-deleting records?
Select all that apply:

A. Reports

B. Weekly Export
C. Data Loader
D. Excel Connector

Answer: CD

NEW QUESTION 220
- (Topic 2)
You can use the Data Loader to extract attachments.

A. True
B. False

Answer: B

Explanation:

The data loader can only be used to delete documents, not extract or export

NEW QUESTION 224
- (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 227
- (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 228
- (Topic 3)
When should you use APEX to solve a business problem? Choose 2 answers.

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

Answer: BD

NEW QUESTION 233
- (Topic 3)
What are three types of S-Controls? Choose 3 answers.

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

Answer: BCD

NEW QUESTION 236
- (Topic 3)
Which is NOT an option for customizing Sales force Content?

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

Answer: C

NEW QUESTION 238

- (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 239

- (Topic 3)

From which location can an administrator author APEX?

Choose 3 answers.

A. Sandbox org

B. Productions org

C. Profile user interface

D. Force.com IDE

Answer: ABD

NEW QUESTION 241

- (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 243

- (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 248

- (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 249

- (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 254

- (Topic 3)

Which is NOT a feature of Custom Report Types?

A. The ability to change the label of a field as it displays on a report.
B. The option to change the order of fields that display in the fields panel of the report builder.
C. The ability to add fields related via lookup
D. The ability to create a calculation across multiple records.

Answer: B

NEW QUESTION 259
- (Topic 3)
Which of the following are Hooks?
Choose 3 answers

A. S-Controls
B. In-line S-Controls
C. Custom Links
D. Web Tabs

Answer: BCD

NEW QUESTION 261
- (Topic 3)
Is it possible to add actions to existing steps within an activated approval process?

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

Answer: B

NEW QUESTION 265
- (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 270
- (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 275
- (Topic 3)
Where within the user interface is the force.com IDE available for download?

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

Answer: B

NEW QUESTION 277
- (Topic 3)

What skill set is required to work with outbound messages?

A. WSDL
B. APEX Code
C. Programmatical skill set working with programming languages such as C# or Java
D. API

Answer: C

NEW QUESTION 278
- (Topic 3)
What is Data Migration?

A. Transferring data from one organization to another
B. Transferring data from your company's website to your Sales force instance
C. Transferring data from your Sales force instance to your company's website.

Answer: A

NEW QUESTION 280
- (Topic 3)
What should never be done when creating a profile with restricted login settings?

A. Assign the administrator to this new profile.
B. Use the Data Loader to update user records to this new profile.
C. Use t he Data Loader to update user records to their original profiles.
D. Set the login hours of the new profile to prevent logins to the system.

Answer: A

NEW QUESTION 284
- (Topic 3)
Which technology is useful for Visual force controller developers to have experience with? choose2

A. Java
B. HTML
C. Java Script
D. Java Server Pages

Answer: AB

NEW QUESTION 285
- (Topic 3)
Where is additional information about the Excel-Connector available?

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

Answer: A

NEW QUESTION 286
- (Topic 3)
An administrator would like to compare a field or expression to a list of static values. Which of the following functions should be used?

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

Answer: B

NEW QUESTION 289
- (Topic 3)
How do you take away a user's ability to run reports while allowing them to view the report?

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

Answer: A

NEW QUESTION 292

- (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 296
- (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 297
- (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 300
- (Topic 3)
What cannot be customized in Content?

A. Search Layouts
B. Half-life
C. Page Layout
D. Communities

Answer: C

NEW QUESTION 304
- (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)
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 310
- (Topic 3)
What is a Data Set?

A. Profile for Mobile Setup
B. Change Set
C. When information is available on your internal server
D. When information is available on your Sales force Server

Answer: A

NEW QUESTION 311
- (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 313
- (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 314
- (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 316
- (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 318
- (Topic 3)
A business process in which every U.S. based account should fall Into one of six different regions needs to be created. The account field should also be inherited by the Opportunity. How could this be accomplished?
Choose 2 answers.

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

Answer: B

NEW QUESTION 322
- (Topic 3)
Contact records need to be retrieved that meet the following criteria: all contacts with a mailing address in the state of California or whose last name is equal to Smith. Only the first and last names are needed. An administrator decided to use the Data Loader to retrieve these records using the Export feature. What Sales force Object query Language (SOQL) statement could be used to retrieve the desired records?

A. Select " California " or " Smith " where last name="
B. Select first nam
C. last nam
D. where last name= "Smith" OR state=" CA"

Answer: B

NEW QUESTION 326
- (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 329
- (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 332
- (Topic 3)
Universal Containers would like to build a recruiting application. The y need to track open positions and the attributes of those positions as well as candidates applying for those positions and the attributes of the candidate. What should an administrator do to track this information?

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

Answer: C

NEW QUESTION 333
- (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 334
- (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 335
- (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 340
- (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 344
- (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 345
- (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 346
- (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 350
- (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 355
- (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 356
- (Topic 4)
What happens when an administrator create a custom tab for a custom object?
{Select all that apply)

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

Answer: ABE

NEW QUESTION 360
- (Topic 4)
What type of information can be recorded in a debug log? (Select a II that apply)

A. Workflow
B. Data Storage
C. Validation
D. Database
E. License

Answer: ACD

NEW QUESTION 361
- (Topic 4)
Force.com is multi-tenant. What does this statement mean?

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

Answer: A

NEW QUESTION 366
- (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 368
- (Topic 4)
How can Tonya enforce that the Region field contains a value regardless of how the lead is created?

A. Make the Region field universally required.
B. Make the Region field required on the page layout.
C. Create a validation rule on the Region Field.

Answer: C

NEW QUESTION 373
- (Topic 4)
Which element would you use to route the flow differently based on whether the customer is interested in the product promotion, shipping promotion, or not interested?

A. Step
B. Screen
C. Decision
D. Assignment

Answer: C

NEW QUESTION 374
- (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 377
- (Topic 4)
When would you use a web app or web controls?

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

Answer: A

NEW QUESTION 382
- (Topic 4)
Which are not a capability of a delegated administrator?

A. Create/ edit users and reset passwords

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

Answer: B

NEW QUESTION 386
- (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 391
- (Topic 4)
What is true about Idea Comments?

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

Answer: C

NEW QUESTION 396
- (Topic 4)
What is true about Custom Button? Choose 2

A. It is displayed on right side of standard button
B. It is displayed on top or page layout
C. It is displayed on top and bottom of page layout
D. It is displayed on left side of standard button

Answer: AC

NEW QUESTION 399
- (Topic 4)
What is true about Territory Assignment Rule? Choose 2

A. Rules Run when an Account updated or created via Connect offline
B. Rule s Run If an account created by Sales force Mobile
C. Rules Run when duplicate accounts merged.
D. Rules Run when products updated in Opportunity.

Answer: BC

NEW QUESTION 404
- (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 409
- (Topic 4)
What is a benefit of creating a custom app for users?

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

Answer: C

NEW QUESTION 411

- (Topic 4)
What functionality can be used to create a new related record when a user saves a record?

A. Validation rule.
B. Work flow rule.
C. Visual force page.
D. Apex trigger.

Answer: D

NEW QUESTION 415
- (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 416
- (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 418
- (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 421
- (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 424
- (Topic 4)
Suri has the "read" permission for the case object on her profile. A criteria-based sharing rule gives her read/write access to product support cases. Will Suri be able to edit.

A. Yes
B. No

Answer: B

NEW QUESTION 429
- (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 434

- (Topic 4)
Universal container wants once a Stage of Opportunity is set to Analysis, in 2 days stage should be flagged as red and notification mall should be sent to CEO. What should be
done?

A. Create a validation rule to stop editing stage after 2 days
B. Create a Workflow Approval Process to mark stage red
C. Create a formula field to stop editing after 2 days
D. Create a workflow time trigger to send an email to CEO after 2 days

Answer: D

NEW QUESTION 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 442
- (Topic 4)
Universal Container has a Time based Workflow on Opportunity which has been deactivated by their system admin.
Select which is true. Choose 2

A. All time based action will be removed from the queue as soon as WF deactivated.
B. Time Action will be removed from the queue once Opportunity related record is deleted
C. Time Action will be removed from the queue once Opportunity related record i s updated
D. Time Action will be removed from the queue once we

Answer: BC

NEW QUESTION 446
- (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 450
- (Topic 4)
What is Force.com Site?

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

Answer: B

NEW QUESTION 452
- (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 453
- (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 455
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