

# Salesforce

## Exam Questions ADM-211

Administration Essentials for Experienced Admin



#### NEW QUESTION 1

CORRECT TEXT - (Topic 1)

List some of the most commonly used API calls.

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 2

CORRECT TEXT - (Topic 1)

How can you measure adoption beyond the number of logins?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

- 1- Track how often users are using new features after training sessions.
- 2- Run spot checks on data, track usage with regards to the financial calendar (last minute entries versus consistent usage).
- 3- Track training sessions in SFDC.

#### NEW QUESTION 3

CORRECT TEXT - (Topic 1)

Describe the differences between Visual force and s-controls?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

S-Controls:

- 1- Written in Ajax and run on the client
- 2- Hard-coded - can't reuse
- 3- Logic and presentation mixed

Visual Force:

- 1- Written in HTML& Apex, run on the server
- 2- Component model - can reuse code
- 3- Logic and presentation separated

#### NEW QUESTION 4

- (Topic 1)

How do admins enable users to view tags? Select all that apply:

- A. Enable Private Tags
- B. Enable Public Tags
- C. Add Tags to page layouts
- D. All of the above

**Answer:** D

#### Explanation:

Explanation/Reference: Click Your Name | Setup | Customize | Tags| Tag Settings.

Select Enable Personal Tags and Enable Public Tags to allow users to add personal and public tags to records. Deselect both options to disable tags.

Specify which objects and page layouts should display tags in a tag section at the top of record detail pages. The tag section

IS the only way that a user can add tags to a record.

For example, if you only select account page layouts, users in your organization can only tag account records. Additionally,

If you only select account page layouts for personal tags and not public tags, users can only tag account records with personal tags.

#### NEW QUESTION 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 system administrator profile can be modified to restrict permissions to view and modify data

- A. True
- B. False

**Answer:** B

**Explanation:**

System Administrator is a Standard profile and cannot be modified.

**NEW QUESTION 8**

- (Topic 1)

\_\_\_\_\_ is a procedural scripting language that is written in discrete pieces, uses a syntax that looks like Java and acts like database stored procedures, and are executed entirely on the Force.com platform.

- A. S-Controls
- B. HTML
- C. PHP
- D. Ajax
- E. Apex

**Answer:** E

**NEW QUESTION 9**

CORRECT TEXT - (Topic 1)

Describe some ways you can proactively make sure quality data is entered into the system.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 10**

CORRECT TEXT - (Topic 1)

Describe some techniques for motivating users:

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 10**

CORRECT TEXT - (Topic 1)

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 13**

CORRECT TEXT - (Topic 1)

Describe some feedback mechanisms that can help drive "relentless incrementalism":

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Send out user surveys
- 2- Use blind surveys
- 3- Create a user group or committee
- 4- Tap into exec committees for recommendations
- 5- Use face-to-face interviews
- 6- Use Sales force (Ideas, Pollzter, Click Tools).

**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 17**

- (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**

- (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 26**

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 30

- (Topic 1)

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

- A. True
- B. False

**Answer:** B

#### Explanation:

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

### NEW QUESTION 32

- (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 36

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 41

- (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 45

CORRECT TEXT - (Topic 1)

List the commonly used API calls

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Create (also known as Insert) Update

Upsert Delete Undelete Query Retrieve

### NEW QUESTION 49

- (Topic 1)

If you could only give one release document to your IT department, which would it be?

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

**Answer:** B

**NEW QUESTION 52**

- (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 57**

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 60**

- (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 65**

- (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 69**

- (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 73**

- (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 77**

CORRECT TEXT - (Topic 1)

Name a examples of web applications or web controls:

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

X-to-Web Web-to-X

#### **NEW QUESTION 81**

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 82**

CORRECT TEXT - (Topic 1)

How do the Excel connector and SFDC reports differ in their support for filter criteria?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Excel Connector: Query is one object per query, using the API. Reports: offer multiple objects, and/or criteria

#### **NEW QUESTION 83**

CORRECT TEXT - (Topic 1)

You can provision multiple Sandbox orgs.

There are 3 different types of sandboxes:

- A. Production
- B. Configuration
- C. Developer

**Answer:** A

#### **NEW QUESTION 85**

CORRECT TEXT - (Topic 1)

32. Describe what Delegated Administrators CANT do:

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Create new profiles
- 2- Add fields

#### NEW QUESTION 88

- (Topic 1)

All editions of sales force can use the data loader

- A. True
- B. False

**Answer:** B

**Explanation:**

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

#### NEW QUESTION 92

- (Topic 1)

How many levels deep can cross-object formulas go?

- A. 2
- B. 3
- C. 4
- D. 5
- E. None of the above

**Answer:** D

**Explanation:**

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

#### NEW QUESTION 97

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

1- Tabs 2. Embedded into page layouts

#### NEW QUESTION 99

CORRECT TEXT - (Topic 2)

What permissions are needed to install Force.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 104

CORRECT TEXT - (Topic 2)

When should you consider Opportunity Big Deal Alerts?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

#### NEW QUESTION 107

CORRECT TEXT - (Topic 2)

When locking users out of the system for maintenance, what is a key thing to remember?

- A. Mastered
- B. Not Mastered



**Answer:** A

**Explanation:**

Make sure that the Sys Admin Profile is excluded from the Lock-Out period otherwise they will also be locked out.

**NEW QUESTION 111**

CORRECT TEXT - (Topic 2)

What causes irreversible changes to data via UI?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Changing field data type
- 2- Using the import wizard
- 3- Mass transfer
- 4- Mass delete
- 5- Mass reassign Account or Opportunity Teams
- 6- Mass update addresses

**NEW QUESTION 112**

- (Topic 2)

What is the best way to transfer configurations from Sandbox to Production?

- A. Import Wizard
- B. Metadata API
- C. Change Sets
- D. Data loader

**Answer:** B

**NEW QUESTION 113**

- (Topic 2)

You should back up your data before changing or deleting data

- A. True
- B. False

**Answer:** A

**Explanation:**

It is a best practice to backup your data so if there is an unexpected result, you can always roll back the changes.

**NEW QUESTION 118**

- (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 119**

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 123**

- (Topic 2)

What are some metadata attributes that are provided by the Force.com Explorer regarding fields?

Whether a field is Select all that apply:

- A. Creatable
- B. Updatable
- C. Nullable
- D. Readable
- E. Delete-able

**Answer:** ABC

#### NEW QUESTION 128

- (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 133

CORRECT TEXT - (Topic 2)

What are 4 tools available to increase Administrator productivity?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 137

CORRECT TEXT - (Topic 2)

What considerations are there in Workflow trigger order?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

No set order, unlike assignment rules. However, they are processed as follows:

- 1- Field update
- 2- Task
- 3- Emails
- 4- Outbound messaging

#### NEW QUESTION 140

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 145

- (Topic 2)

What triggers the Big Deal alert?

Select all that apply:

- A. Opportunity Amount
- B. Closing Date
- C. Sales process stage
- D. Probability Threshold

**Answer:** AD

**NEW QUESTION 147**

- (Topic 2)

Which cannot be customized in Ideas?

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

**Answer: C**

**NEW QUESTION 151**

- (Topic 2)

What is an S-Control?

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

**Answer: B**

**Explanation:**

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

**NEW QUESTION 156**

- (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 159**

- (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 160**

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 165**

- (Topic 2)

Which are examples of dirty data?

- A. Duplicate Records
- B. Spelling/punctuation mistakes
- C. Incomplete records
- D. Free text spelling errors
- E. All of the above

**Answer:** E

**NEW QUESTION 168**

CORRECT TEXT - (Topic 2)

What are 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 171**

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 174**

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 178**

- (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 179**

CORRECT TEXT - (Topic 2)

Where are custom buttons NOT available?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- Web to Lead
- 2- Web to Case
- 3- User Object

**NEW QUESTION 181**

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 185**

- (Topic 2)

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

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

**Answer:** AC

**NEW QUESTION 186**

CORRECT TEXT - (Topic 2)

What are some URI-s to stay current with what's happening with SFDC?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 189**

- (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 192**

- (Topic 2)

What is the total number of personal tags allowed per user?

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

**Answer:** E

**NEW QUESTION 194**

- (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 be used by other developers.

**Answer:** BDEF

**NEW QUESTION 196**

- (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 201

- (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 206

- (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 209

- (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 212

- (Topic 3)

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

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

**Answer:** BCD

#### NEW QUESTION 216

- (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 possible
- 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 218

- (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 219

- (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 223

- (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 225

- (Topic 3)

Who are the three types of users that can grant Sharing privileges on a given record? Select all that apply:

- A. Owner
- B. Anyone higher in the role hierarchy
- C. Systems admin
- D. Group Members
- E. Executives

**Answer:** ABC

#### NEW QUESTION 229

- (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 233

- (Topic 3)

An Administrator would like to find out if a former employee has misused company data in Sales force prior to leaving the company. Which method should be used to verify the employee's activity in Sales force?

- A. Log analysis
- B. Setup audit trail
- C. Download full login history
- D. Create a customer report for users.

**Answer:** A

#### NEW QUESTION 234

- (Topic 3)

What skill set is required to work with outbound messages?

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

**Answer:** C

#### NEW QUESTION 238

- (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 239

- (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 240

- (Topic 3)

When a new feature is considered to be in Developer Preview before it is officially released it means that it is available.

- A. inDeveloper Edition orgs.
- B. for salesforce.com partners only.
- C. for users with the "Developer" permissions
- D. for users who activate the feature b y calling salesforce.com support

**Answer:** A

#### NEW QUESTION 242

- (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 244

CORRECT TEXT - (Topic 3)

Why is it important to allow regions to choose their field labels and pick list values?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

To get regional buy-in, language translation helps to cut down any confusion or discrepancy.

#### NEW QUESTION 245

- (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 250

- (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 253**

- (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 256**

- (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 261**

- (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 265**

- (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 268**

- (Topic 3)

Why might it be necessary to override buttons that you remove from the page layout?

- A. To preserve screen real estate
- B. Buttons can't be removed
- C. To prevent users from using hot keys or keyboard shortcuts to access the function of the button

**Answer:** C

**NEW QUESTION 273**

- (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 276**

- (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 281**

- (Topic 3)

What App Exchange partner allows you to easily web-enable any object without needing to use the API to develop custom web integration?

- A. Sales force-to-Sales force
- B. PLD)you to easily web-enable any object to develop custom web integration Model Metrics Web2Anything
- C. L LPO

**Answer:** B

**NEW QUESTION 285**

- (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 289**

- (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 291**

- (Topic 4)

What is used to manage Content? Choose 2

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

**Answer:** AD

**NEW QUESTION 294**

- (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 296**

- (Topic 4)

What is Data Management?

- A. Improving existing data by linking additional data services.
- B. Systematic collection or organization and analysis of data
- C. Creating format consistency, removing bad data and consolidating resources.
- D. Identifying and merging duplicate records,

**Answer:** B

**NEW QUESTION 297**

- (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 298**

- (Topic 4)

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

**Answer:** AC

**NEW QUESTION 303**

- (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 307**

- (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 312**

- (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 317**

- (Topic 4)

What if million dollar deal and you have to bypass manager and get 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 the 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 318**

- (Topic 4)

Which of the following are true for Territory Management?

- A. The ability to use account criteria to expand a private sharing model.
- B. A territory is a collection of accounts and users where the users have at least read access to the accounts
- C. Territory is collection of accounts and contacts.
- D. There can be only one forecast one user which is independent from territory.
- E. Territory Hierarchy is same as Role Hierarchy.

**Answer:** AB

**NEW QUESTION 321**

- (Topic 4)

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

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

**Answer:** D

**NEW QUESTION 324**

- (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 328**

- (Topic 4)

Custom Button can be used on

- A. Detail Page layou
- B. Search Layout .List views
- C. Detail Page Layout
- D. Search Layout
- E. List Views

**Answer:** A

**NEW QUESTION 331**

- (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 333**

- (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 334**

- (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 336**

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