



# **Salesforce**

## **Exam Questions ADM-211**

Administration Essentials for Experienced Admin

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#### NEW QUESTION 1

CORRECT TEXT - (Topic 1)

Is it possible to incorporate Web Services API calls into s-controls?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Yes - you would do so by referencing the A.IAX toolkit.

#### NEW QUESTION 2

- (Topic 1)

Actions to existing steps can be added to an active approval process?

- A. True
- B. False

**Answer:** A

#### Explanation:

Explanation/Reference: Actions can be added to the existing steps of active approval processes False

#### NEW QUESTION 3

- (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 4

- (Topic 1)

S-Controls are only triggered through the user interface.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 5

- (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 6

- (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 arc executed entirely on the Force.com platform.

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

**Answer:** E

#### NEW QUESTION 7

- (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 8

- (Topic 1)

Is the Data loader fully supported by Sales force?

- A. Yes
- B. No

**Answer:** A

#### NEW QUESTION 9

CORRECT TEXT - (Topic 1)

Describe some techniques for motivating users:

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 10

CORRECT TEXT - (Topic 1)

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 10

CORRECT TEXT - (Topic 1)

Name the objects that support field history tracking:

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

- 1- Data Entry 'Objects: Accounts, Contacts, Opportunities, Leads, Contracts, Cases, Solutions, Custom Objects
- 2- History Objects: Approval History, limited Campaign Member history (Member First associated, Member First Responded)
- 3- Salesforce2 Salesforce connection history
- 4- Opportunity Stage History for: Stage, Probability, Amount, Close Date, Last Modified By

#### NEW QUESTION 13

- (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 22

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 24

- (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 27

CORRECT TEXT - (Topic 1)

Describe some results of a sharing model that is too public.

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

There is a lot of dirty data. Data can easily be stolen.

#### NEW QUESTION 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 31

- (Topic 1)

Duplicate records are more commonly found when using a public sharing model?

- A. True
- B. False

**Answer:** B

**Explanation:**

It is more common to have duplicate records using a private sharing model because users can't see records to know if they are already entered and enter them again without knowing they are duplicates.

**NEW QUESTION 34**

- (Topic 1)

An administrator wrote a field update action for a workflow rule on a field that is hidden via Field-Level Security. When the workflow rule triggers, what happens to the data in the hidden field?

- A. The field will fail to update and remain in its original state.
- B. The field is updated, even though it is hidden.
- C. The field will only update if the rule was triggered by a time-based trigger.
- D. The field will only update if the user has "Modify All Data" enabled in the profile.

**Answer: B**

**Explanation:**

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

**NEW QUESTION 39**

- (Topic 1)

A developer wants to create a mashup to display a contact's location using Google Maps. Which of the following is not a necessary step in developing this mashup?

- A. Deciding on the parameters needed for submission.
- B. Creating an S-control to pass the URL to Google Maps.
- C. Creating a URL with merge fields to pass to Google Maps.
- D. Coding the HTML/JavaScript in an S-control to retrieve the results.

**Answer: D**

**NEW QUESTION 41**

- (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 42**

- (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 45**

- (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 46**

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 50**

- (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 55**

- (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 59**

- (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 63**

- (Topic 1)

Sales force can be used as a release and change management tool.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 65**

- (Topic 1)

You can package standard objects.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 68**

- (Topic 1)

Inline s-controls are hooks for s-controls

- A. True
- B. False

**Answer:** A

**Explanation:**

Inline S-Controls are not really S-Controls at all they only appear on detail pages, not edit pages.

#### NEW QUESTION 72

- (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 74

- (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 77

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 80

- (Topic 1)

In Sales force Territory\* Management, a territory hierarchy is different from a role hierarchy in that it...

- A. grants login access to all users in a territory.
- B. supports assigning users to multiple territories.
- C. automatically assigns users to sales teams in the territory.
- D. gives users in a territory full edit access to all accounts in that territory.

**Answer:** B

**Explanation:**

Territory hierarchy is about assigning users to opportunities.

Role hierarchy is about broadening visibility to records up the chain of command so managers can see records owned by their subordinates

#### NEW QUESTION 81

- (Topic 1)

Validation rules are executed for fields that are 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 83

- (Topic 1)

The Data loader can be used to assign record ownership to inactive users.

- A. True
- B. False

**Answer:** B

**Explanation:**

The data loader can only be used to assign records to active users.

#### NEW QUESTION 87

- (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 91

- (Topic 1)

The Mass Delete tool can be used on any object

- A. True
- B. False

**Answer:** B

**Explanation:**

The mass delete tool will only work with standard objects: Accounts, Leads, Activities, Contacts, Cases, Solutions and Products

#### NEW QUESTION 94

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 95

- (Topic 1)

If a new validation rule is created and there is data already stored that violates the rule, when will Sales force catch the problem?

- A. Immediately
- B. When the record is first viewed
- C. When the record is edited
- D. When the record is edited, then saved
- E. The record is not affected because it was created before the creation of the validation rule.

**Answer:** D

**Explanation:**

When the record is edited, then saved.

Validation rules are enforced when a record is in edit mode, but the validation rules don't fire until the record is finally saved by the end user.

#### NEW QUESTION 99

- (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 104

CORRECT TEXT - (Topic 1)

List 6 pieces of functionality that Sales force recommends deploying when implementing localization.

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

- 1- Advanced Currency Management
- 2- Regional Price Books
- 3- Delegated Administration
- 4- Custom Profiles
- 5- Translation Workbench
- 6- Regional Home Page Layouts

#### NEW QUESTION 107

- (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 111

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 116

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 121

- (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 126

- (Topic 1)

A company called Universal Containers would like to track bugs within Sales force. The company needs to track the bug's severity and type as well as its status and description. Bugs should be related to Cases, but the bug's owner will be different than the owner of the case. How can the Universal Containers administrator meet these requirements?

- A. Create a section on the case page layout
- B. Create a field on cases
- C. Create a custom object for bugs and relate it to cases
- D. Create a relationship between the standard bug object and the standard case object

**Answer:** C

**Explanation:**

The relationship would be established using a look up to the cases object so that independent ownership can be established. It will also allow the related bugs to be visible as a related list on the cases screen.

#### NEW QUESTION 127

- (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 132

- (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 134

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 135

- (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 see 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 138**

- (Topic 1)

Apex is client-side

- A. True
- B. False

**Answer: B**

**Explanation:**

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

**NEW QUESTION 139**

- (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 141**

CORRECT TEXT - (Topic 2)

When locking users out of the system for maintenance, what is a key tiling 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 143**

- (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 147**

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 150**

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 153

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 156

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 159

- (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 on it will also be deleted. Furthermore, any dashboard components created from a report based on a deleted custom report type display an error message when viewed.

#### NEW QUESTION 160

- (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 163

- (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 166

- (Topic 2)

What do {!expressions}refer to when used in Visual force components?

- A. Roll-Up summaries
- B. Factorial Equations
- C. Apex Classes
- D. Fields

**Answer:** D

#### NEW QUESTION 168

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 169

- (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 173

- (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 178

- (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 182

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 186**

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 187**

- (Topic 2)

When is it appropriate to use packaging vs the metadata API?

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

**Answer:** ABC**NEW QUESTION 189**

- (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 194**

- (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 198**

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 203**

CORRECT TEXT - (Topic 2)

What are 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 204**

- (Topic 2)

What happens to the record you specify as the loser during a merge?

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

**Answer:** A

**NEW QUESTION 206**

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 209**

- (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 213**

- (Topic 2)

Which of the following are standard sales force applications? Select all that apply:

- A. Sales
- B. Call Center
- C. Marketing
- D. Social Media
- E. HR mgmt

**Answer:** ABC

**NEW QUESTION 217**

- (Topic 2)

Which cannot be customized in Ideas?

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

**Answer:** C

**NEW QUESTION 218**

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 223**

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 226**

- (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 231**

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 232**

- (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 234**

CORRECT TEXT - (Topic 2)

What are 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 236**

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 240

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 241

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 245

- (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 249

- (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 250

- (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 252

CORRECT TEXT - (Topic 2)

Where is additional information about the Excel Connector available?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- The ADN (App Exchange Developer Network)
- 2- <http://wiki.apexdevnet.com/index.php/Tools>

**NEW QUESTION 255**

- (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 257**

- (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 259**

- (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 261**

- (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 265**

- (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 268

- (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 269

- (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 274

- (Topic 3)

The Force.com Web Service API can help an administrator manage data in a Sales force org by....

Choose 3 Answers

- A. allowing the administrator to mass delete more than 250 records at a time
- B. allowing an administrator to perform mass updates to records to clean up duplicate data
- C. giving the administrator a way to perform incremental backups of the data with the APIs data replication method
- D. allows an administrator to mark certain records stored in Sales force

**Answer:** ABC

#### NEW QUESTION 278

- (Topic 3)

Adoption dashboards can display.

- A. only users logins and call activity
- B. only call activity and data quality
- C. only standard objects
- D. any reportable metric

**Answer:** D

#### NEW QUESTION 282

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 286

- (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 290

- (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 293

- (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 295

- (Topic 3)

The Force.com Metadata API allows developers to....

- A. add data to their Sales force orgs
- B. delete standard fields on customer objects programmatically
- C. create, update and delete custom objects and fields programmatically
- D. perform all the actions listed under Setup through a programmatic interface.

**Answer:** D

#### NEW QUESTION 299

- (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 302

- (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 303

- (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 304

- (Topic 3)

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

- A. Runs on a customer hosted web server
- B. Has a custom UI (Generally 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 cannot be accommodated by S-Controls

**Answer:** ABD

#### NEW QUESTION 309

- (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 313

- (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 317

- (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 318

- (Topic 3)

What permission do you need to run the System Debug Log?

- A. System Debug Log
- B. Manage Users
- C. Modify All Data
- D. View All Data

**Answer:** D

#### NEW QUESTION 321

- (Topic 3)

What are some drawbacks to S-Controls?

Choose 3 answers.

- A. Creating new ones is no longer supported by SFDC
- B. S-Controls are server side code and much faster than APEX code.
- C. Not always cross-browser compatible
- D. S-Controls can slow down the UI (User Interface)

**Answer:** ACD

#### NEW QUESTION 324

- (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 329

- (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 330

- (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 331

- (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 333

- (Topic 3)

Which statement is FALSE regarding Visual force?

- A. It allows developers to replace the standard page layouts within the Sales force use r interface with completely customer pages.
- B. It uses Apex for advanced business logic.
- C. It is available to users of all editions.
- D. It is available to users of Enterpris
- E. Unlimited, and Developer Edition s Only.

**Answer: D**

#### NEW QUESTION 337

- (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 338

- (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 341

- (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 346

- (Topic 3)

Which would you not find under Setup/ Develop?



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

**Answer:** A

#### NEW QUESTION 351

- (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 355

- (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 359

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 363

- (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 366

- (Topic 3)

The Add Time Trigger button is unavailable if which of the following are true? Choose 3 Answers

- A. The rule is activated.
- B. The rule criteria is set to " Every time a record is created or edited"
- C. The rule is deactivated, but has pending actions in the workflow queue
- D. A user defines the time triggers using days or hours as the unit of time

**Answer:** ABC

#### NEW QUESTION 371

- (Topic 3)

File Attachment count towards complimentary data storage.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 373

- (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 378

- (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 381

- (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 386

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 387

- (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 392

- (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 394

- (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 397

- (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 398

- (Topic 3)

What Objects can the Mass Delete Tool be used with? Choose 3 answers.

- A. Accounts
- B. Solutions
- C. Leads
- D. Custom Objects

**Answer:** ABC

#### NEW QUESTION 401

- (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 404

- (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 408

- (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 412

- (Topic 4)

What is used to manage Content? Choose 2

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

**Answer:** AD

#### NEW QUESTION 415

- (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 416

- (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 418

- (Topic 4)

System admin wants to ensure that any user should not be able to edit the Account of other User.

- A. Remove Edit permission from profile
- B. Set OWD for account as private
- C. Set OWD for account as public read

**Answer:** C

#### NEW QUESTION 423

- (Topic 4)

What element would you use to set an opportunity name variable to "Product Promotion"?

- A. Record Update
- B. Record Create
- C. Assignment
- D. Decesion

**Answer:** C

#### NEW QUESTION 427

- (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 431

- (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 433

- (Topic 4)

Where you can see the SFDC release information? Choose 3

- A. App Exchange
- B. Idea Exchange
- C. Success
- D. Salesforce.com

**Answer:** BCD

#### NEW QUESTION 438

- (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 442

- (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 444

- (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 449

- (Topic 4)

Who can publish the article on Knowledge?

- A. User with "Manage Article" and CRUD on Article Type
- B. User with Archive Articles in public Group

**Answer:** A

#### NEW QUESTION 450

- (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 452

- (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 453

- (Topic 4)

Which function can be used to compare the expression or fields with the list of static values.  
Choose 2

- A. IS Number
- B. CONTAINS
- C. VAVE
- D. ISPICKVAL

**Answer:** BD

#### NEW QUESTION 458

- (Topic 4)

Custom Button can be used on

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

**Answer:** A

#### NEW QUESTION 463

- (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 468

- (Topic 4)

What privileges can be given to delegated administrator? (Select all the apply)

- A. Modify the role hierarchy.
- B. Create and edit users.
- C. Assign users to specified profiles.
- D. Modify profile permissions.
- E. Manage custom objects.

**Answer:** BCE

#### NEW QUESTION 472

- (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 474

- (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 476

- (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 481

- (Topic 4)

Universal container wants once a Stage of Opportunity is set to Analysis, in 2 days stage should be flagged as red and notification mail should be sent to CEO.

What should be done?

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

**Answer:** D

#### NEW QUESTION 485

- (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 487**

- (Topic 4)

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:** AB

**NEW QUESTION 491**

- (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 494**

- (Topic 4)

A Sales force object can exist independent of an application.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 497**

- (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 498**

- (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 502**

- (Topic 4)

By Custom button what all you can call?

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

**Answer:** A

**NEW QUESTION 506**

- (Topic 4)

When submitting case to IT support of Sales force to get the investigation log of some former employee, what they will not provide?

- A. Encrypted log file
- B. Coaching on how to translate the log file to get information
- C. Password to decrypt the log

Answer: C

NEW QUESTION 511

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## Relate Links

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