

ADM-211 Dumps

Administration Essentials for Experienced Admin

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NEW QUESTION 1

The API fully respects the security and access protocols configured through Force.com builder.

- A. True
- B. False

Answer: A

NEW QUESTION 2

CORRECT TEXT

List some of the most commonly used API calls.

Answer:

Explanation: 1- Query (Export)

2- Retrieve

3- Create (Insert)

4- Update

5- Upsert

6- Delete

7- Undelete

NEW QUESTION 3

CORRECT TEXT

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

Answer:

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

NEW QUESTION 4

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 5

CORRECT TEXT

How can you measure adoption beyond the number of logins?

Answer:

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 6

CORRECT TEXT

Explain the 4 primary steps in the typical de-dupe process

Answer:

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 7

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 8

The system administrator profile can be modified to restrict permissions to view and modify data

- A. True
- B. False

Answer: B

Explanation:

System Administrator is a Standard profile and cannot be modified.

NEW QUESTION 9

The Excel Connector a supported product?

- A. True
- B. False

Answer: B

Explanation: The excel connector is not supported by SFDC

NEW QUESTION 10

CORRECT TEXT

Describe the use cases for Delegated Administration

Answer:

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 10

CORRECT TEXT

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

Answer:

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 13

CORRECT TEXT

Describe some techniques for motivating users:

Answer:

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 17

Controls are no longer supported by SFDC

- A. True
- B. False

Answer: A

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

NEW QUESTION 22

Find the correct sequence of definitions:

- 1- Data migration
 - 2- Data management
 - 3- Data enrichment
 - 4- Data cleansing
 - 5- Data de-duplication
 - A- Creating format consistency, remove bad data, consolidating sources
 - B- process of transferring data from one repository to another
 - C- identifying and merging duplicate records
 - D- systematic collection, organization, and analysis of data
 - E- improving existing data by linking additional data sources
- A 1B, 2D, 3E, 4A, 5C

- A. 1C, 2D, 3E, 4B, 5A
- B. 1A, 2D, 3E, 4C, 5B
- C. 1B, 2D, 3C, 4A, 5E
- D. 1B, 2C, 3D, 4A, 5E

Answer: A

NEW QUESTION 25

CORRECT TEXT

Name the objects that support field history tracking:

Answer:

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- Salesforce2Salesforce connection history
4- Opportunity Stage History for: Stage, Probability, Amount, Close Date, Last Modified By

NEW QUESTION 27

CORRECT TEXT

Describe the difference between a lookup and a master-detail relationship?

Answer:

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 30

S-Controls are only triggered through the user interface

- A. True
- B. False

Answer: A

NEW QUESTION 31

CORRECT TEXT

How can you create a separate dashboard for each user and have it only visible to that user?

Answer:

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

NEW QUESTION 33

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 38

CORRECT TEXT

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

Answer:

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

NEW QUESTION 39

CORRECT TEXT

How can you take away a user's ability to run reports while allowing them to view dashboards?

Answer:

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

NEW QUESTION 41

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 43

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

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

Answer: D

NEW QUESTION 45

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 46

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 47

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 49

You can package standard objects.

- A. True
- B. False

Answer: B

NEW QUESTION 50

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 53

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 57

CORRECT TEXT

List some ways that admins can increase user adoption:

Answer:

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

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 64

File attachments count towards the overall data storage limit.

- A. True
- B. False

Answer: B

Explanation:

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

NEW QUESTION 67

How many letters do you have to enter for the auto-complete to work?

- A. 1
- B. 2
- C. 3
- D. 4

Answer: A

Explanation:

Auto complete will begin to auto prompt on the first keystroke.

NEW QUESTION 70

As an end user what are two things you can do in content?

- A. Read
- B. Edit
- C. Subscribe
- D. Post

Answer: AC

NEW QUESTION 72

CORRECT TEXT

List "clicks" and "code options at the 'Data Model level'.

Answer:

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

NEW QUESTION 74

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 76

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 81

CORRECT TEXT

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

Answer:

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

NEW QUESTION 85

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 86

CORRECT TEXT

32. Describe what Delegated Administrators CANT do:

Answer:

Explanation: 1- Create new profiles
2- Add fields

NEW QUESTION 90

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

Once activities are archived, where is the only place you can access them?

- A. You can't access them
- B. Activity History- View AH
- C. Recycle Bin
- D. Activity Reports
- E. Archiving of activities does not affect visibility

Answer: B

NEW QUESTION 95

CORRECT TEXT

Describe the some symptoms of a sharing model that is too private.

Answer:

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 97

How many releases a year does Sales force typically deliver?

- A. 1
- B. 2
- C. 3
- D. 5
- E. Depends on the roadmap

Answer: C

Explanation:

3 releases are issued per year. Spring, Summer, Winter All are distributed automatically during a pre-scheduled maintenance window.

NEW QUESTION 99

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 100

Apex is client-side

- A. True
- B. False

Answer: B

Explanation:

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

NEW QUESTION 103

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 104

CORRECT TEXT

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

Answer:

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

NEW QUESTION 108

What are some recommended optional installs from the App Exchange for general implementations?

Select all that apply:

- A. User Adoption Dashboard
- B. Hotkeys
- C. Mass Delete
- D. All of the above

Answer: D

NEW QUESTION 109

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

Select all that apply:

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

Answer: AB

NEW QUESTION 111

CORRECT TEXT

What do you need to be aware of when overriding a standard button?

Answer:

Explanation: Overriding a standard button may disable some features like in-line editing

NEW QUESTION 112

Which of the following are hooks:
Select all that apply:

- A. S-Control
- B. Apex Trigger
- C. Custom Link
- D. Web Tabs

Answer: CD

NEW QUESTION 114

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 115

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 118

Where can you find the Force.com IDE tool?

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

Answer: C

NEW QUESTION 123

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 126

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 128

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 133

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 134

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 139

CORRECT TEXT

What can you do with Workflow? (assuming EE edition or higher)

Answer:

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

NEW QUESTION 140

What are the two major pieces to most s-controls?

- A. HTML (Visual Presentation)
- B. CSS Style Sheet
- C. Javascript (Function /Code)
- D. IFrame

Answer: AC

NEW QUESTION 144

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 146

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 150

CORRECT TEXT

What are 4 tools available to increase Administrator productivity?

Answer:

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

NEW QUESTION 154

CORRECT TEXT

What considerations are there in Workflow trigger order?

Answer:

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 156

CORRECT TEXT

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

Answer:

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 157

What are the types of items measured by the Sales force Labs Adoption Dashboards? Select all that apply:

- A. User logins
- B. Closed won opportunities
- C. Call activity
- D. Data quality

Answer: ACD

NEW QUESTION 161

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 164

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 168

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 170

Which cannot be customized in Ideas?

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

Answer: C

NEW QUESTION 173

You should rename records before merging.

- A. True
- B. False

Answer: A

Explanation:

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

NEW QUESTION 178

What are the two keys to setting up Territory Management?
Select all that apply:

- A. Enable customizable forecasting
- B. Advanced currency management
- C. Have an Active Sandbox
- D. Marketing User permission enabled

Answer: AC

NEW QUESTION 182

CORRECT TEXT

What services are included in DaaS?

Answer:

Explanation: 1- Force com metadata API

2- Force com IDE

3- Force com Sandbox

4- Force com code share

NEW QUESTION 185

CORRECT TEXT

What are some common goals of localization?

Answer:

Explanation: 1- Regional administration

2- Local messaging

3- Customization based on particular characteristics of each region

NEW QUESTION 186

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 page.

NEW QUESTION 187

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 189

CORRECT TEXT

What is the key phrase that executives use to ensure sales people adhere to using sales force?

Answer:

Explanation: "If it's not in Sales force, it didn't happen."

NEW QUESTION 192

CORRECT TEXT

When should you consider System Debug Log?

Answer:

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 194

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 198

CORRECT TEXT

What are examples of content that can be included in a Visual force page?

Answer:

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 199

CORRECT TEXT

What are some of the parameters that should be taken into account when thinking of training?

Answer:

Explanation: 1- WIIFM? "What's in it for me"

- 2- Ongoing Use the app
- 3- Ongoing training
- 4- Tracking training

NEW QUESTION 201

CORRECT TEXT

Where are custom buttons NOT available?

Answer:

Explanation: 1- Web to Lead

2- Web to Case

3- User Object

NEW QUESTION 206

CORRECT TEXT

What may be the impact of selecting the "next value" in the pick list during a work flow field update?

Answer:

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 211

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 215

CORRECT TEXT

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

Answer:

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 220

When should Apex not be used? Select all that apply:

- A. When adding visual elements to the UI
- B. When adding business logic that only applies when accessing data through the UI
- C. When you want to process multiple records at the same time
- D. When you add functionality to an S-Control or composite app to process one record at a time.
- E. If you want to integrate with a third party system that does not support web services.

Answer: ABDE

NEW QUESTION 221

CORRECT TEXT

What causes irreversible changes to data via API?

Answer:

Explanation: 1- Update

2- massdelete

NEW QUESTION 222

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 226

What are some tools for managing the Change Request process with SFDC? Select all that apply:

- A. Use the Service and Support app
- B. Have end users submit case
- C. Use the Solutions tab for FAQs
- D. Use the Self-Service Portal and Suggested Solutions
- E. Use the Metadata API for submitting cases from other applications
- F. Use reports and dashboards to monitor metrics
- G. Use Content to store related documents (change mgmt process, training of new processes/functionality/apps, etc), ongoing newsletter communications, Ideas
- H. All of the above

Answer: H

NEW QUESTION 228

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 232

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 233

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 238

CORRECT TEXT

What is a mobile configuration?

Answer:

Explanation: It defines the set of parameters used to make sales force data available on mobile. It defines the users/profiles that can access via mobile as well as the data set that is syne'd to mobile devices.

NEW QUESTION 242

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 245

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 246

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

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

Answer: D

NEW QUESTION 248

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 249

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 250

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 252

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 256

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

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

Answer: BCD

NEW QUESTION 260

Introducing duplicate account records can be hard to control in a private sharing model. The Account Owner Report can be used to view a list of account records in such a sharing model. What is required to run this report?

- A. An administrator enabling this feature in the application
- B. Enabling "Modify All Data" permissions on the user profile
- C. A user to be above an account owner in the role hierarchy
- D. A sharing rule whereby all accounts owned by the entire organ

Answer: A

NEW QUESTION 263

CORRECT TEXT

Why are 2 important reasons for admins to check the size of a data set on a mobile configuration before activating it.

Answer:

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 267

Where could a user go to find information on upcoming Sales force product releases? Choose 3 answer

- A. App Exchange
- B. Sales force Ideas
- C. CRM Community
- D. www.salesforce.com

Answer: B

NEW QUESTION 272

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 273

When wouldn't you use APEX?
Choose 2

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

Answer: AB

NEW QUESTION 276

Which component is part of the Force.com platform?
Choose 3 answers.

- A. Force.com IDE
- B. Sandbox
- C. Metadata API
- D. Workflow process

Answer: ABC

NEW QUESTION 277

A company has set the organization wide defaults for all objects to private. Which profile setting would allow a user to access all of the accounts within the organization and ONLY the cases they own?

- A. Public for Accounts
- B. Modify All Data
- C. Read for Accounts
- D. View All for Accounts

Answer: D

NEW QUESTION 279

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 280

Which statement is TRUE regarding sandbox? Choose 2 answers

- A. Data and configuration can be pushed from production to sandbox.
- B. Data and configuration is automatically pushed from sandbox to production
- C. There are different types of sandboxes that administrators can access
- D. When data is copied to a sandbox, the email addresses of contacts are automatically changed.

Answer: AC

NEW QUESTION 282

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 287

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 292

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 294

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 the 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 296

Which technology is useful for Visual force controller developers to have experience with? choose 2

- A. Java
- B. HTML
- C. JavaScript
- D. Java Server Pages

Answer: AB

NEW QUESTION 299

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 304

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 307

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 312

What feature is NOT customizable under the Setup/Develop menu?

- A. Pages
- B. Components
- C. Apps
- D. Apex Classes

Answer: C

NEW QUESTION 313

What cannot be customized in Content?

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

Answer: C

NEW QUESTION 316

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 by calling salesforce.com support

Answer: A

NEW QUESTION 318

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 319

Is it possible to modify apps downloaded from the App Exchange?

- A. Yes
- 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 320

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 322

File Attachment count towards complimentary data storage.

- A. True
- B. False

Answer: B

NEW QUESTION 327

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 331

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 333

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 334

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 335

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 340

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 342

When would you use APEX? Choose 2 answers.

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

Answer: BC

NEW QUESTION 345

Other than the Mass Delete tool, what is another possible approach for mass deleting? Choose 2 answers.

- A. Data Loader
- B. Excel Connector
- C. Delete Button
- D. Running a Report

Answer: AB

NEW QUESTION 346

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 351

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 356

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 361

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 365

What is Data Cleansing?

- A. Improving existing data by linked 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: C

NEW QUESTION 366

Which is NOT a characteristic of a multi-tenant programming language such as Apex?

- A. Governor limits restrict the amount of interactions
- B. Developers can reuse global code written in any org
- C. All code is executed on the same set of Sales force servers
- D. Classes are saved with the version of the API with which they were created

Answer: C

NEW QUESTION 370

What is a benefit of web services?

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

Answer: A

NEW QUESTION 371

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 in 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 376

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 380

Criteria - Based sharing rules cannot be created for which Object?

- A. Accounts
- B. Opportunities
- C. Cases
- D. Solutions
- E. Contacts
- F. Custom objects

Answer: D

NEW QUESTION 381

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 385

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 390

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 392

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

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

Answer: A

NEW QUESTION 393

Communities are not supported by:

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

Answer: C

NEW QUESTION 394

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 397

Universal container wants to implement a system. There are specific unique values that needs to be related to objects. What is best way to implement it?

- A. Create a custom object and create lookup from other object to it .
- B. Create multiple unique pick list values.

Answer: A

NEW QUESTION 401

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 404

CORRECT TEXT

Both a sharing rule and an account team give Jose access to the Dixon Chemical account The sharing rule gives him read access, and the account team gives him read/write access. Will Jose be able to edit the Dixon Chemical account.

- A. Yes
- B. No

Answer: A

NEW QUESTION 408

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 413

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 416

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 421

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 422

What is true about cross object formula fields? (Select 2)

- A. Fields on Parent can be referred
- B. Fields on Grand Parent can be referred
- C. Fields on Parent can be referred only using lookup
- D. Fields on Grand Parent can only be referred using Master Details

Answer: AB

NEW QUESTION 427

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 user who has granted login access

Answer: B

NEW QUESTION 428

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 430

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 434

What is the fastest way to communicate new release information to your end users?

- A. Feature detail pages
- B. Detailed release notes
- C. Admin preview document
- D. Discover button in application

Answer: B

NEW QUESTION 439

What triggers the Big Deal alert? Select all that apply: Choose 2

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

Answer: A

NEW QUESTION 443

What are some ways to back up your data? Choose 3 answers.

- A. Data Loader (Export feature)
- B. Full data export or weekly data export
- C. Store your data locally
- D. Run Reports

Answer: ABD

NEW QUESTION 447

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 451

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 455

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 457

What can be Alert used for Workflow?

- A. Task Assigning to specific user
- B. Field Update
- C. Opportunity Time Based Escalation
- D. Opportunity Field Update

Answer: A

NEW QUESTION 459

What should system admin do while changing wide default sharing model? Choose 2 answer

- A. Export all data using data loader
- B. Define a lockout period
- C. Send email to all employees

Answer: A

NEW QUESTION 462

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

Tom's account page layout makes the Rating field required, but his field-level security settings make the field read-only. Will Tom be able to edit the Rating field?

- A. Yes
- B. No

Answer: B

NEW QUESTION 467

Which is the part of Force.com platform. Choose 2

- A. Force.com IDE
- B. Sandbox
- C. Metadata API

Answer: BC

NEW QUESTION 472

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

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

Answer: D

NEW QUESTION 474

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 478

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 481

What are included in Force.com platform? Choose 3

- A. Ideas
- B. App exchange

- C. UI
- D. Global Trusted infrastructure

Answer: BCD

NEW QUESTION 486

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 489

Which element would you use to wrap up cross-selling and the call?

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

Answer: B

NEW QUESTION 494

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 498

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 500

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 505

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 510

What actions occur before a request enters the first approval step?

- A. final approval actions
- B. final rejection actions
- C. Initial submission actions
- D. Step actions

Answer: C

NEW QUESTION 513

When configuring Customizable Forecasting, you can set which of the following Forecast Dates for determining which opportunities contribute to the forecast?

- A. Opportunity Close Date Only
- B. Product Date Only
- C. Schedule Date Only
- D. Commit Date
- E. Opportunity Close Date, Product Date, Schedule Date

Answer: E

NEW QUESTION 514

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 518

Delegated Groups Detail can define which of the following EXCEPT:

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

Answer: B

NEW QUESTION 521

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 statistics opportunities fields will be populated for the?

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

Answer: A

NEW QUESTION 522

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