Exam Questions ADM-211

Administration Essentials for Experienced Admin

https://www.2passeasy.com/dumps/ADM-211/

NEW QUESTION 1
- (Topic 1)
If you implement Territory Management, your role hierarchy will he copied to your Territory structure.

A. True
B. False

Answer: B

NEW QUESTION 2
CORRECT TEXT - (Topic 1)
Describe Apex

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 3
- (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 4
CORRECT TEXT - (Topic 1)
Describe some ways you can proactively make sure quality data is entered into the system.

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 5
CORRECT TEXT - (Topic 1)
Describe some techniques for motivating users:

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Gel 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 6
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 7
- (Topic 1)
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 8
- (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 9
CORRECT TEXT - (Topic 1)
List the order in which automation features trigger when a user saves a record.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- System Validation Rules
2- AllApex BEFORE Triggers
3- Custom Validation Rules
4- All Apex AFTER triggers
5- Assignment Rules (leads/cases)
6- Auto-Response (leads/cases)
7- Workflow Rules
8- Escalation Rules (cases)
9- Post-commit logic (Parent Roll-up Summary fields triggers all of the above on the parent object)

NEW QUESTION 10
- (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 10
- (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 14
- (Topic 1)
You can specify the criteria for specific objects desired in the weekly data export function?

A. True
B. False

Answer: A

Explanation:

You can select the objects and create subsets of data in the weekly export.

NEW QUESTION 19
- (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 24
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 29
- (Topic 1)
Sales force can be used as a release and change management tool.

A. True
B. False

Answer: A

NEW QUESTION 31
- (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 33
- (Topic 1)
Validation rules are executed for fields that arc stored in the object but not part of the displayed page layout.

A. True
B. False

Answer: A

Explanation:

Validation rules are executed for all fields on an object regardless of whether or not they are displayed on the page layout.

NEW QUESTION 36
- (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 40
- (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 45
- (Topic 1)
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 48
CORRECT TEXT - (Topic 1)
Describe the properties and considerations for Master Detail Relationship records/fields.

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 51
- (Topic 1)
Ideas can be used in the self service portal.

A. True
B. False

Answer: B

Explanation:

Only customer and partner portals can use ideas.

NEW QUESTION 54
- (Topic 1)
If you are granted access to a record through manual sharing or sharing rules, you can share the record to someone else

A. True
B. False

Answer: A

Explanation:

But only if granted Full Access to the record.

NEW QUESTION 55
- (Topic 1)
Personal tags can be viewed by Admins

A. True
B. False

Answer: B

Explanation:

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

NEW QUESTION 60
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 61
- (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 65
CORRECT TEXT - (Topic 1)
Describe how can you use Excel Connector in conjunction with custom reports to get the data you want?

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 66
- (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 67
CORRECT TEXT - (Topic 1)
32. Describe what Delegated Administrators CANT do:

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Create new profiles
2- Add fields

NEW QUESTION 68
- (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 70
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 72
- (Topic 1)
How many days of setup audit history can you download?

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

Answer: D

NEW QUESTION 75
CORRECT TEXT - (Topic 2)
What are2 the ways that Visual pages can be incorporated into the rest of your user interface?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Tabs2. Embedded into page layouts

NEW QUESTION 78
CORRECT TEXT - (Topic 2)
What permissions arc needed to install Forcc.com Connect for MS Office?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
On the profile:

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

NEW QUESTION 80
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 82
- (Topic 2)
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 85
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 87
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 88
- (Topic 2)
What is the maximum number of users that can be tracked in the persistent debug log?

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

Answer: D

Explanation:

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

NEW QUESTION 90
CORRECT TEXT - (Topic 2)
What are 3 scenarios when might it be better to use packaging and the App Exchange for testing and deployment?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Moving from org to org: If a developer has created an entire app and needs to move it into a testing or prod environment.
2- Unmanaged Package changes: If a developer has installed an application from the App Exchange and made modifications.
3- Ad-hoe use: If an administrator or a developer needs to share an application in a more casual setting.

NEW QUESTION 95
CORRECT TEXT - (Topic 2)
What causes irreversible changes to data via UI?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
1- Changing field data type
2- Using the import wixard
3- Mass transfer
4- Mass delete
5- Mass reassign Account or Oppty Teams
6- Mass update addresses

NEW QUESTION 98
- (Topic 2)
When creating a report based on a Report Type that is a custom object, what happens if you later delete the custom object?

A. The report type remains
B. The report type is deleted
C. The report type and all related reports are deleted
D. The report type is deleted but all existing reports remain

Answer: C

Explanation:

When you delete a custom report type, any reports based of fit will also be deleted. Furthermore, any dashboard components created from a report based off of a deleted custom report type display an error message when viewed.

NEW QUESTION 102
- (Topic 2)
What is the number one predictor of successful change management?

A. Cleansed Data
B. Correct License selection
C. Executive Sponsorship
D. Defined Sales Process

Answer: C

Explanation:
Executive Sponsorship

NEW QUESTION 103
- (Topic 2)
Where can you find the Forcc.com IDE tool?

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

Answer: C

NEW QUESTION 107
- (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 109
- (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 114
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 119
- (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 122
- (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 126
CORRECT TEXT - (Topic 2)
What are 4 tools available to increase Administrator productivity?

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 129
CORRECT TEXT - (Topic 2)
What considerations arc there in Workflow trigger order?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
No set order, unlike assignment rules. However, they are processed as follows:
1- Field update
2- Task
3- Emails
4- Outbound messaging

NEW QUESTION 130
- (Topic 2)
What are the types of items measured by the Sales force Labs Adoption Dashboards? Select all that apply:

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

Answer: ACD

NEW QUESTION 134
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 137
- (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 141
- (Topic 2)
What happens to the non-surviving records after a merge?

A. Records are permanently deleted
B. Records are stored in a temporary custom object
C. Records are sent to the Recycle Bin
D. Records remain on the winning account record but removed from view

Answer: C

NEW QUESTION 145
- (Topic 2)
Which cannot be customized in Ideas?

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

Answer: C

NEW QUESTION 150
- (Topic 2)
What arc the ways you can solve a time-based email alert? Select all that apply:

A. Task
B. Workflow

C. Escalation
D. Trigger

Answer: AC

NEW QUESTION 153
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 154
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 159
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 160
CORRECT TEXT - (Topic 2)
What are some URI-s to stay current with what's happening with SFDC?

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 161
- (Topic 2)
What is the one-stop-shop for information about a new release?

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

Answer: C

NEW QUESTION 164
- (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 168
- (Topic 2)
What is the total number of personal tags allowed per user?

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

Answer: E

NEW QUESTION 173
- (Topic 2)
When should you use Apex? Select all that apply:

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

Answer: BDEF

NEW QUESTION 177
- (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 179
- (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 184
- (Topic 2)
You can use the Data Loader to extract attachments.

A. True
B. False

Answer: B

Explanation:

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

NEW QUESTION 186
- (Topic 3)
When should you consider the System Debug Log? Choose 3 answers.

A. Workflow Rules
B. Custom Formula Fields
C. Assignment Rules
D. Escalation Rules

Answer: ACD

NEW QUESTION 191
- (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 192
- (Topic 3)
What are three types of S-Controls? Choose 3 answers.

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

Answer: BCD

NEW QUESTION 196
- (Topic 3)
Introducing duplicate account records can be hard to control in a private sharing model. The Account Owner Report can be used to vie w 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 197
- (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 198
- (Topic 3)
What does Connect for Microsoft Office include? Choose 2 answers.

A. B.Microsoft Excel add-in.
B. C.Microsoft Project add-in.
C. D.MicrosoftPowerPoint add-in.

Answer: A

NEW QUESTION 203
- (Topic 3)
How many days of Setup Audit History can be downloaded?

A. 180
B. 90
C. 30
D. 60

Answer: A

NEW QUESTION 204

- (Topic 3)
Which should be used when coding Apex if the code is going to be reused by other developers?

A. Classes
B. Triggers
C. Global Groups
D. Managed Packages

Answer: A

NEW QUESTION 209
- (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 211
- (Topic 3)
A company has set the organization wide defaults for all objects to private. Which profile setting would allow a user to access all of the accounts within the organization and ONLY the cases they own?

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

Answer: D

NEW QUESTION 215
CORRECT TEXT - (Topic 3)
Why is the "My" versus "All' ' reporting critical to successful global adoption?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
To create as few reports as possible.
The "my" feature automatically limits reports to show each individual users' information. Thissafes theeffort of creating individual reports for each user,then further modified by localization, etc.

NEW QUESTION 216
- (Topic 3)
Sales force Territory Management...

A. Works in parallel with other sharing functionality.
B. Is based on the characteristics of opportunity records.
C. Can only be enabled if Customizable Forecasting is disabled.
D. Does not work when the Organization Wide Default for Accounts is set to Private.

Answer: A

NEW QUESTION 217
- (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 220
- (Topic 3)
What should never be done when creating a profile with restricted login settings?

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

Answer: A

NEW QUESTION 223
- (Topic 3)
Which technology is useful for Visual force controller developers to have experience with? choose2

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

Answer: AB

NEW QUESTION 226
- (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 227
- (Topic 3)
The customer support manager needs to create and edit users that are in a subordinate role. One way to accomplish this is by...

A. granting login access to the customer support manager
B. placing the customer support manager in a super user position
C. giving delegated administrative rights to the customer support manager
D. creating a sharing rule whereby the customer support manager has edit access to all user records

Answer: C

NEW QUESTION 230
- (Topic 3)
What cannot be customized in Content?

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

Answer: C

NEW QUESTION 232
- (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 237
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 238
- (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 242
- (Topic 3)
What is a Data Set?

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

Answer: A

NEW QUESTION 247
- (Topic 3)
What are the two major pieces to S-Controls?

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

Answer: C

NEW QUESTION 250
- (Topic 3)
Which statement is FALSE regarding Visual force?

A. Developers can create user interfaces for multiple devices
B. It is only available in Developer, Enterprise, and Unlimited Editions
C. It helps to complete the model-view-controller pattern for force.com
D. Visual force pages experience the same performance as standard Sales force pages.

Answer: B

NEW QUESTION 255
- (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 257
- (Topic 3)
Why might it be necessary to override buttons that you remove from the page layout?

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

Answer: C

NEW QUESTION 259
- (Topic 3)
Contact records need to be retrieved that meet the following criteria: all contacts with a mailing address in the state of California or whose last name is equal to Smith. Only the first and last names are needed. An administrator decided to use the Data Loader to retrieve these records using the Export feature. What Sales force Object query Language (SOQL) statement could be used to retrieve the desired records?

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

Answer: B

NEW QUESTION 263
- (Topic 3)
Other than the Mass Delete tool, what is another possible approach for mass deleting? Choose 2 answers.

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

Answer: AB

NEW QUESTION 264
- (Topic 3)
What kind of content can be included in a Visual Force Page? Choose 3 answers.

A. Visual Force Tag
B. Force.com Merge tabs.
C. Personal Tags
D. HTML
E. Flas
F. JAVA

Answer: ACD

NEW QUESTION 269
- (Topic 3)
Is it possible to incorporate web services API Calls into S Controls?

A. True
B. False

Answer: A

NEW QUESTION 273
- (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 278
- (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 283
- (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 287
- (Topic 3)
Which is NOT a characteristic of a multi-tenant programming language such as Apex?

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

Answer:

C

NEW QUESTION 291
- (Topic 3)
What is a benefit of web services?

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

Answer: A

NEW QUESTION 294
- (Topic 3)
Which statement is TRUE regarding the order by which Workflow Rules and actions are executed?
Choose 3 Answers

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

Answer: ACD

NEW QUESTION 296
- (Topic 4)
Which statement is TRUE for a master-detail relationship? Select all that apply.

A. Record access of detail records are controlled by the master record.
B. A master record and a related detail record can have different owners.
C. Deleting a master record, also deletes the detail record.
D. A detail record can be shed using sharing rules

Answer: AC

NEW QUESTION 298
- (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 300
- (Topic 4)
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 303
- (Topic 4)
What is Data Management?

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

Answer: B

NEW QUESTION 308
- (Topic 4)
What is not possible using Declarative Programming language?

A. Create : Create a new Record
B. Update : Auto Update the fields in the Record with Dynamic Values

C. Integration : Send Message to external System
D. Delete ; Delete existing Record

Answer: B

NEW QUESTION 310
- (Topic 4)
Universal container wants to implement a system. There are specific unique values that needs to be related to objects. What is best way to implement it?

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

Answer: A

NEW QUESTION 314
- (Topic 4)

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

Answer: AC

NEW QUESTION 318
- (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 323
- (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 325
CORRECT TEXT - (Topic 4)
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 326
- (Topic 4)
What if million dollar deal and you have to bypass manager and ge t approval from CEO?

A. An administrator wrote a held update action for a workflow rule on a field that is hidden via Field-Level Security.
B. When the
C. workflow rule triggers, what happens to the data in t he hidden field?
D. The field will fail to update and remain in its original state.
E. The field is updated, even though it is hidden.
F. The field will only update if the rule was triggered by a time-based trigger

Answer: D

NEW QUESTION 327
- (Topic 4)
Which of the following are true for Territory Management?

A. The ability to use account criteria to expand a private sharing model.

B. A territory is a collection of accounts and users where the users have at least read access to the accounts
C. Territory is collection of accounts and contacts.
D. There can be only one forecast one user which is independent from territory.
E. Territory Hierarchy is same as Role Hierarchy.

Answer: AB

NEW QUESTION 328
- (Topic 4)
What metadata components cannot be deployed to another organization using change sets?
(Select all that apply)

A. Approval processes
B. Custom fields
C. Page layouts
D. Assignment rules
E. Role hierarchy

Answer: ADE

NEW QUESTION 331
- (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 332
- (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 336
- (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. VAWE
D. ISPICKVAL

Answer: BD

NEW QUESTION 340
- (Topic 4)
Which element would you use to determine if the customer is interested in a product or shipping promotion.

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

Answer: D

NEW QUESTION 341
- (Topic 4)
What functionality can be used to create a new related record when a user saves a record?

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

Answer: D

NEW QUESTION 342
- (Topic 4)

What system admin should not do while setting up the Login hours for any profile?

A. Do not add system admin to that profile
B. Don't remember wrong options

Answer: A

NEW QUESTION 346
- (Topic 4)
What should system admin do while changing wide default sharing model? Choose 2 answer

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

Answer: A

NEW QUESTION 348
- (Topic 4)
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 350
- (Topic 4)
What are the two questions that you should ask yourself when trying to decide how to set Organization Wide Default permissions for an object?
Select all that apply:

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

Answer: D

NEW QUESTION 353
- (Topic 4)
When add Time Trigger button is disabled {OR When we cannot add Time Trigger in Workflow)?
Choose 3

A. Every time Record is create d or updated
B. When Workflow is Active
C. When Workflow is Inactive
D. When workflow is Inactive but there is pending action in Queue

Answer: AD

NEW QUESTION 355
- (Topic 4)
What can be customized in content? (choose 2)

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

Answer: AB

NEW QUESTION 359
- (Topic 4)
Universal container wants once a Stage of Opportunity is set to Analysis, in 2 days stage should be flagged as red and notification mall should be sent to CEO.
What should be
done?

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

Answer: D

NEW QUESTION 364
- (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 368
- (Topic 4)
What can be used to reduce the size of Formula field? (Choose 2)

A. CASE
B. CONTAINS
C. IF

Answer: AB

NEW QUESTION 370
- (Topic 4)
How can you measure adoptions beyond just logins? Choose 3 answer.

A. Decrease Login Session Timeouts
B. Track how often users are using new features after training sessions,
C. Run spot checks on Data
D. Track training sessions in SFDC

Answer: BCD

NEW QUESTION 374
- (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 377
- (Topic 4)
A Sales force object can exist independent of an application.

A. True
B. False

Answer: A

NEW QUESTION 382
- (Topic 4)
By Custom button what all you can call?

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

Answer: A

NEW QUESTION 386
- (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 390
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