



Salesforce

Exam Questions ADM-211

Administration Essentials for Experienced Admin

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NEW QUESTION 1

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 2

- (Topic 1)

S-Controls are only triggered through the user interface.

- A. True
- B. False

Answer: A

NEW QUESTION 3

- (Topic 1)

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

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

Answer: E

NEW QUESTION 4

- (Topic 1)

Is the Data loader fully supported by Sales force?

- A. Yes
- B. No

Answer: A

NEW QUESTION 5

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 6

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 7

- (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 8

- (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 9

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 10

- (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 10

- (Topic 1)

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

- A. True
- B. False

Answer: B

Explanation:

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

NEW QUESTION 13

- (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 16

CORRECT TEXT - (Topic 1)
Describe data "scrubbing":

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Scrubbing is a processed used to help identify dirty data. Explanation/Reference:
The process removes formatting (like in a phone number) to line up data to check for duplicates or bad data.

NEW QUESTION 19

- (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 23

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 26

- (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)
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 32

- (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 35

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 36

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 40

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 44

- (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 46

- (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 51

CORRECT TEXT - (Topic 1)

How would an administrator quickly check field accessibility?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

1- Field Accesibility Grid

2- View by: fields, profiles, record type

NEW QUESTION 54

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 59

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 62

- (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. Opportunity reminders

Answer: AC

NEW QUESTION 64

- (Topic 2)

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

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

Answer: AC

NEW QUESTION 68

- (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 managed App
- C. If you share an app in a more casual setting

Answer: ABC

NEW QUESTION 72

- (Topic 2)

What is the major difference between Apex and other programming languages? Select all that apply:

- A. It is the oldest Programming language
- B. It runs in the client's web browser
- C. It runs natively on Salesforce Servers
- D. It is much faster than other languages

Answer: CD

NEW QUESTION 75

- (Topic 2)

Which App Exchange partners allow you to easily web-enable any object without needing to use the API to develop custom web integrations? Select all that apply:

- A. Model Metrics web2anything
- B. Veer West form Assembly
- C. Click tools

D. Vertical Response

Answer: ABC

NEW QUESTION 78

- (Topic 2)

Which are the four pillars of Sales force success? Select all that apply:

- A. Apps
- B. Forcc.com Platform
- C. Marketing Clout
- D. Community
- E. App exchange

Answer: ABDE

NEW QUESTION 79

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 81

- (Topic 2)

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 85

- (Topic 2)

What arc 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 89

CORRECT TEXT - (Topic 2)

What services arc included in DaaS?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 92

- (Topic 2)
What is an S-Control?

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

Answer: B

Explanation:

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

NEW QUESTION 95

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 98

CORRECT TEXT - (Topic 2)

When should you consider Opportunity Update Reminders?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- When on PE (no work flow) or it fits the criteria listed below:
- 2- Opportunity triggered on a SCHEDULED basis only (rather than event)
- 3- Limited number of fields in the alert
- 4- Inflexible formatting is okay
- 5- Specifically for opportunities

NEW QUESTION 103

CORRECT TEXT - (Topic 2)

What happens to any field level data related to a losing record during a record merge?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

If the field is not populated on the winning record, the data will be brought over from the losing record.

NEW QUESTION 104

- (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 105

- (Topic 2)

When would you use a web application or web control?

- A. When you have a visual force page
- B. When you have a master detail roll-up summary field
- C. When you are integrating with an external system

D. When you have highly customized UI or business logic functionality that cannot be accommodated by s-controls.

Answer: D

NEW QUESTION 107

CORRECT TEXT - (Topic 2)

What is a mobile configuration?

- A. Mastered
- B. Not Mastered

Answer: A

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 112

- (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 113

- (Topic 3)

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 115

- (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 117

- (Topic 3)

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 118

- (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 122

- (Topic 3)

Which feature can be enabled in a sandbox?

Choose 2 answers.

- A. Case escalation rules
- B. Workflow rules
- C. Opportunity reminders
- D. Case assignment rules

Answer: B

NEW QUESTION 123

- (Topic 3)

Which of the following are Hooks?

Choose 3 answers

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

Answer: BCD

NEW QUESTION 127

- (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 132

- (Topic 3)

If a primary object on a custom report type is a custom object, what happens if the custom object is deleted?

- A. The custom report type will be deleted.
- B. The custom report type will not be deleted.
- C. The custom report type and any reports created from it will be automatically deleted.
- D. The custom report type will be deleted but any reports created from it will remain available.

Answer: C

NEW QUESTION 135

- (Topic 3)

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 138

- (Topic 3)

Where within the user interface is the force.com IDE available for download?

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

Answer: B

NEW QUESTION 142

- (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 144

- (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 146

- (Topic 3)

Which statement is FALSE regarding Visual force?

- A. It allows developers to replace the standard page layouts within the Sales force user 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 Enterprise, Unlimited, and Developer Edition s Only.
- E. Unlimited, and Developer Edition s Only.

Answer: D

NEW QUESTION 151

- (Topic 3)

What cannot be customized in Content?

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

Answer: C

NEW QUESTION 156

- (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 159

CORRECT TEXT - (Topic 3)

Scrubbing Sales force data can remove formatting which makes it easier to....

- A. Enrich dirty data
- B. Identify dirty data
- C. Remove dirty data
- D. Cleanse dirty data

Answer: B

NEW QUESTION 162

- (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 167

- (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 170

- (Topic 4)

What is possible using Content? Choose 3

- A. Publish content to company's website
- B. Track Recipient activity
- C. Share content using link with outside your company
- D. Share content inside your organization

Answer: BCD

NEW QUESTION 173

- (Topic 4)

Which deployment tools allow you to manage changes in a source-code control system? (Select all that apply)

- A. Change sets
- B. Force.com IDE
- C. Force.com Migration Tool

Answer: BC

NEW QUESTION 174

- (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 177

- (Topic 4)

How can Tonya enforce that the Region field contains a value regardless of how the lead is created?

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

Answer: C

NEW QUESTION 178

- (Topic 4)

Which are not a capability of a delegated administrator?

- A. Create/ edit users and reset passwords
- B. Create custom fields
- C. Create default sales teams
- D. Create personal groups for users
- E. Create Custom Objects
- F. Assign users to specified profiles
- G. Login as a user who has granted login access

Answer: B

NEW QUESTION 183

- (Topic 4)

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 185

- (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 189

- (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 192

- (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 193

- (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 194

- (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 195

- (Topic 4)

Suri has the "read" permission for the case object on her profile. A criteria-based sharing rule gives her read/write access to product support cases. Will Suri be able to edit.

- A. Yes
- B. No

Answer: B

NEW QUESTION 199

- (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 204

- (Topic 4)

Universal Container has a Time based Workflow on Opportunity which has been deactivated by their system admin.

Select which is true. Choose 2

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

Answer: BC

NEW QUESTION 208

- (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 209

- (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 211

- (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 216

- (Topic 4)

If you have an email campaign and a telemarketing campaign that both influenced the same opportunity, and you designated the email campaign as the primary campaign source, the campaign statistic s opportunities fields will be populated for the?

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

Answer: A

NEW QUESTION 221

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