



Salesforce

Exam Questions ADM-211

Administration Essentials for Experienced Admin

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

CORRECT TEXT - (Topic 1)

List some of the most commonly used API calls.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 3

- (Topic 1)

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

- A. True
- B. False

Answer: A

Explanation:

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

NEW QUESTION 4

CORRECT TEXT - (Topic 1)

How can you measure adoption beyond the number of logins?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 5

- (Topic 1)

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

- A. True
- B. False

Answer: B

Explanation:

System Administrator is a Standard profile and cannot be modified.

NEW QUESTION 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)

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

CORRECT TEXT - (Topic 1)

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

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 9

- (Topic 1)

In the context of the Data Quality Dashboard, what does it mean to have 100% as the score?

- A. All users have successfully logged in
B. All data has been reviewed by each user
C. All users have created at least 1 record
D. All key fields have been populated

Answer: D

NEW QUESTION 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

CORRECT TEXT - (Topic 1)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 15

- (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 17

- (Topic 1)

An administrator notices there are too many duplicate records, numerous sharing rules, and a large number of manually shared records. This situation maybe a symptom of...

- A. A role hierarchy that has too few roles
- B. A sharing model that is too public.
- C. A sharing model that is too private.
- D. Object permissions on profiles that are too restrictive.

Answer: C

Explanation:

With a private sharing model, users can't see if records already exist in the system and create new ones that they can see. Also, IT receives many requests for additional access to users as well as users individually sharing records.

NEW QUESTION 21

- (Topic 1)

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

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

Answer: B

NEW QUESTION 24

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 28

- (Topic 1)

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

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

Answer: B

Explanation:

Territory hierarchy is about assigning users to opportunities.

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

NEW QUESTION 30

- (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

- (Topic 1)

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

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

Answer: D

Explanation:

When the record is edited, then saved.

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

NEW QUESTION 38

- (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 40

- (Topic 1)

All of the following tools assist in auditing EXCEPT:

- A. Reports
- B. Field History
- C. Setup Audit Trail
- D. Page Layout
- E. Dream factory Snapshot

Answer: D

Explanation:

Page Layout has nothing to do with auditing. However, you can place some history related list on a page layout to display the historical information.

NEW QUESTION 41

- (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 43

CORRECT TEXT - (Topic 1)

Describe what Delegated Administrators CAN do:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Create and edit users
- 2- Reset passwords
- 3- Create default sales teams
- 4- Create personal groups for users
- 5- Assign users to profiles
- 6- Login as a user who has granted login access

NEW QUESTION 47

- (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 52

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 55

- (Topic 1)

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 56

CORRECT TEXT - (Topic 2)

What permissions are 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 60

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 62

- (Topic 2)

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

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

Answer: AB

NEW QUESTION 65

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 70

CORRECT TEXT - (Topic 2)

What are the 4 common ways to export data from SFDC?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- Reports
- 2- Weekly data exports
- 3- Data Loader/API Applications
- 4- Community Tools
(Excel connector. Outlook connector)

NEW QUESTION 73

- (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 76

- (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 | API

Answer: C

NEW QUESTION 78

- (Topic 2)

You should back up your data before changing or deleting data

- A. True
- B. False

Answer: A

Explanation:

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

NEW QUESTION 81

CORRECT TEXT - (Topic 2)

What are some examples of Web-to-X usage of SFDC?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- 1- A candidate entering application information on a website
- 2- A person responding to request for information after clicking on a web to lead form
- 3- A person submitting a help request on a web to case form

NEW QUESTION 85

- (Topic 2)

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 88

CORRECT TEXT - (Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 89

- (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 90

- (Topic 2)

Which App Exchange partners allows 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 wcb2anything
- B. Veer West form Assembly
- C. Click tools
- D. Vertical Response

Answer: ABC

NEW QUESTION 94

CORRECT TEXT - (Topic 2)

What services are 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 98

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 100

CORRECT TEXT - (Topic 2)

When should you consider System Debug Log?

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

(Requires View All Data profile permission)

- 1- To see behind-the-scenes details Of Apex
- 2- Validation rules
- 3- Workflow rules
- 4- Approval processes
- 5- Assignment rules
- 6- Auto-response rules
- 7- Escalation rules

NEW QUESTION 105

- (Topic 2)

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

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

Answer: AC

NEW QUESTION 110

- (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 112

- (Topic 2)

What user permissions are needed to add content? Select all that apply:

- A. Marketing user
- B. Manage Workspace
- C. Delegated Administration
- D. Add Content

Answer: BD

NEW QUESTION 116

- (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 117

- (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 120

- (Topic 2)

What programming skill sets are required to implement Apex triggers? Select all that apply:

- A. AJAX
- B. Object-oriented programmer
- C. HTML

Answer: BC

Explanation:

A.IAX is required knowledge for SControls, not APEX.

NEW QUESTION 124

- (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 127

- (Topic 3)

Which is NOT an option for customizing Sales force Content?

- A. Customer fields
- B. Validation Rules
- C. Workflow Rules
- D. Workspace permissions

Answer: C

NEW QUESTION 128

- (Topic 3)

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

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

Answer: B

NEW QUESTION 131

- (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. Microsoft PowerPoint add-in.

Answer: A

NEW QUESTION 132

- (Topic 3)

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 136

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. This saves the effort of creating individual reports for each user, then further modified by localization, etc.

NEW QUESTION 141

- (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 144

- (Topic 3)

What are some drawbacks to S-Controls?

Choose 3 answers.

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

Answer: ACD

NEW QUESTION 148

- (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 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 153

- (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 155

- (Topic 3)

Which of the following is NOT part of the Force.com platform?

- A. App Exchange
- B. Sales force Ideas
- C. User Interface
- D. Global, trusted, secure infrastructure

Answer: D

NEW QUESTION 156

- (Topic 3)

What are the four pillars of Sales force Success?

- A. App
- B. Force.com Platform, Communit
- C. App Exchange
- D. Apps, Force.com Platfor
- E. Community, Ideas
- F. Force.com Platform, Community, Ideas, App Exchange
- G. Apps, Community, App Exchange, Ideas

Answer: A

NEW QUESTION 160

- (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 162

- (Topic 3)

Which is NOT a place where Sales force Community can be implemented?

- A. Partner Portal
- B. Customer Portal
- C. Self-Service Portal
- D. Inside the Sales force application

Answer: C

NEW QUESTION 165

- (Topic 3)

The Service Level and SLA Expiration Date are fields on an Account. An Administrator would like to display service level information from accounts on all cases related to those accounts. How can the administrator accomplish this?

- A. Account fields cannot be displayed on a case; the administrator would need to run a report
- B. Only by writing Apex code
- C. By creating across object field update
- D. By creating a cross object formula field

Answer: D

NEW QUESTION 166

- (Topic 3)

Which permission must a user have to trace in real-time using the system log?

- A. "View All Data" permission
- B. "Manage Users" permission
- C. "Manage Call Center" permission
- D. "View Encrypted Data" permission

Answer: A

NEW QUESTION 169

- (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 170

- (Topic 3)

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 172

- (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 176

- (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 179

- (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 183

- (Topic 4)

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 185

- (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 186

- (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 190

- (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 192

- (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 193

- (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 196

- (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 197

- (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 199

- (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 202

- (Topic 4)

What are included in Force.com platform? Choose 3

- A. Ideas
- B. App exchange
- C. UI
- D. Global Trusted infrastructure

Answer: BCD

NEW QUESTION 205

- (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 210

- (Topic 4)

What is the sequence of Workflow action?

- A. Don't remember wrong options
- B. Field Updat
- C. Task, Email, Outbound Message

Answer: B

NEW QUESTION 215

- (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 218

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