



# 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)

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 3

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, Pollster, Click Tools).

#### NEW QUESTION 4

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 5

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 6

- (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 7

- (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 8

CORRECT TEXT - (Topic 1)

Define User Adoption

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

User adoption means gaining the trust of users to use the system on a regular basis as intended.

Explanation/Reference:

They will feel that they want to use the system instead of being forced to use it.

#### NEW QUESTION 9

- (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 10

- (Topic 1)

Steps can be added to an active approval process.

- A. True
- B. False

**Answer: B**

**Explanation:**

Steps cannot be added after the process has been activated.

#### NEW QUESTION 10

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 11**

- (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 15**

- (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 19**

- (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 21**

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 22**

- (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 23

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 26

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 30

- (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, Slimmer, Winter All are distributed automatically during a pre-scheduled maintenance window.

### NEW QUESTION 33

- (Topic 1)

A company currently uses the standard Sales force product and price hook objects. Is it possible for this company to publish product and price hook information to its corporate Web site so customers in different regions see the correct product catalog with prices in the local currency?

- A. Yes, with the Customer portal.
- B. No, it is not possible to present multicurrency data.
- C. Yes, by building a custom integration following the X-to-Web design pattern.
- D. No, it is not possible to present data stored in standard objects other than cases and solutions to a Web site.

**Answer:** C

**Explanation:**

X-to-web enables any standard or custom object to be published into any website.

### NEW QUESTION 37

CORRECT TEXT - (Topic 2)

What are 2 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 39**

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 41**

- (Topic 2)

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 44**

- (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 46**

- (Topic 2)

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

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

**Answer:** D

**NEW QUESTION 50**

- (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 55**

- (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 59**

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 63**

CORRECT TEXT - (Topic 2)

What is the reason you should do discovery in your data management process?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

You need to analyze the data to find out what information needs to be cleansed and how the data is to be structured. This helps to define the reports and dashboards that will support the business processes you seek to manage.

**NEW QUESTION 66**

- (Topic 2)

When does knowledge of Apex code become necessary to create a Visual Force page?

- A. When creating custom page layouts
- B. When creating a master roll-up summary
- C. When a custom controller is required
- D. It is always necessary to use Apex code with VF

**Answer:** C

**NEW QUESTION 68**

- (Topic 2)

What are the benefits of Apex versus other applications? Select all that apply:

- A. Runs Natively on SFDC servers
- B. Faster than non-server code
- C. Supported by SFDC

**Answer:** ABC

**NEW QUESTION 71**

- (Topic 2)

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

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

**Answer:** A

**NEW QUESTION 74**

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 77**

- (Topic 2)

Which cannot be customized in Ideas?

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

**Answer:** C

**NEW QUESTION 78**

- (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 83**

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 88**

- (Topic 2)

Which are examples of dirty data?

- A. Duplicate Records
- B. Spelling/punctuation mistakes
- C. Incomplete records
- D. Free text spelling errors
- E. All of the above

**Answer:** E

**NEW QUESTION 90**

- (Topic 2)

What are some drawbacks to S-Controls? Select All that apply:

- A. S-controls are client-side code, so can slow-down the UI
- B. Not always cross-browser compatible
- C. SFDC does not support the code

**Answer:** ABC

**NEW QUESTION 95**

- (Topic 2)

What are the ways you can get a record's unique Sales force ID? Select all that apply:

- A. URL
- B. Report
- C. API

**Answer:** ABC

**NEW QUESTION 100**

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 103**

- (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**

CORRECT TEXT - (Topic 2)

Where is additional information about the Excel Connector available?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 108**

- (Topic 2)

Which of the following is not a characteristic of web applications or web controls?

- A. Runs on a customer-hosted web server
- B. Runs on SFDC web server
- C. Has a custom VI (gcnrcallyASP.NET or JSP),
- D. Uses the Forcc.com API to read or modify SFDC data,
- E. Are generally used for highly customized UI or business logic functionality that cannot be accommodated bys-controls.

**Answer:** B

**NEW QUESTION 109**

- (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 113**

- (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 114**

- (Topic 2)

Which of the following are other approaches to using the built in wizards for mass-deleting records?

Select all that apply:

- A. Reports
- B. Weekly Export
- C. Data Loader
- D. Excel Connector

**Answer:** CD

**NEW QUESTION 117**

- (Topic 2)

What can the Schema Extract Tool provide the administrator prior to loading data into Sales force?

Select all that apply:

- A. All fields on a given object
- B. Field data types
- C. Location of data on the storage pod
- D. Determine order of data load
- E. Number of records containing data per field

**Answer:** ABD

**NEW QUESTION 120**

- (Topic 2)

What is the maximum number of objects that can be associated in a custom report type?

- A. 1
- B. 2
- C. 3
- D. 4
- E. You can't create custom report types for multiple objects

**Answer:** D

**Explanation:**

You can add up to four objects to a custom report type.

However, some of the object combinations you choose may not be able to reach that limit.

**NEW QUESTION 122**

- (Topic 3)

Which of the following functions may be use to optimize the size of a Formula field? Choose 2 answers

- A. ISPICKVAL function
- B. Case function
- C. Contains function
- D. ISNUMBER function

**Answer:** BC

**NEW QUESTION 127**

- (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 128**

- (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 133**

- (Topic 3)

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 134**

CORRECT TEXT - (Topic 3)

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1- To make sure that performance on the mobile device won't be severely impacted
- 2- To ensure the data will not be over the max limit set by administrator

**NEW QUESTION 137**

- (Topic 3)

The IT organization at Universal Containers wants to install a specific version of Force.com Connect Offline on all employee machines and periodically monitor which version of the product employees are using. How can they do this?

Choose 2 answers

- A. This is not possible
- B. Force.com Connect Offline must be installed by each Sales force user.
- C. Administrators in IT can see which version of Force.com Connect Offline that each user has by looking at the user role.
- D. Administrators in IT can monitor the version of Force.com Connect Offline that each user has by looking at the user login history.
- E. Windows Network Administrators can install Force.com Connect Offline on several machines at once using the MSI package available under Setup > Desktop Integration > Connect Offline.

**Answer:** CD

**NEW QUESTION 140**

- (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 144**

- (Topic 3)

How many days of Setup Audit History can be downloaded?

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

**Answer:** A

**NEW QUESTION 145**

- (Topic 3)

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 149**

- (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 154**

- (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 159**

- (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 160**

- (Topic 3)

Is it possible to add actions to existing steps within an activated approval process?

- A. No
- B. Yes
- C. Only when it is a time-dependent action

**Answer: B**

**NEW QUESTION 164**

- (Topic 3)

What is Data Enrichment?

- 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: A**

**NEW QUESTION 169**

- (Topic 3)

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

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

**Answer: D**

**NEW QUESTION 174**

- (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 176**

- (Topic 3)

What is Data Migration?

- A. Transferring data from one organization to another
- B. Transferring data from your company's website to your Sales force instance
- C. Transferring data from your Sales force instance to your company's website.

**Answer:** A

**NEW QUESTION 180**

- (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 181**

- (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 Editions Only.
- E. Unlimited, and Developer Editions Only.

**Answer:** D

**NEW QUESTION 184**

- (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 189**

- (Topic 3)

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

- A. Yes
- B. only if they are a managed package.
- C. Yes
- D. only if they are not a managed package.
- E. No

**Answer:** B

**NEW QUESTION 192**

- (Topic 3)

What are the symptoms of a sharing model that is too private? Select all that apply.

- A. Lots of duplicate records.
- B. Users always have to manually share records.
- C. There are a large number of sharing rules in the organization
- D. Administrators have a lot of requests for more record access E) Only A, C, and D

**Answer:** ABC

**NEW QUESTION 194**

- (Topic 3)

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

- A. The rule is activated.
- B. The rule criteria is set to " Every time a record is created or edited"

- C. The rule is deactivated, but has pending actions in the workflow queue
- D. A user defines the time triggers using days or hours as the unit of time

**Answer:** ABC

**NEW QUESTION 197**

- (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 200**

- (Topic 3)

File Attachment count towards complimentary data storage.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 204**

- (Topic 3)

Which permission is needed to publish a document on Sales force Content?

- A. " Modify All Data" checked on the user's profile
- B. Customize Application" checked on the user's profile
- C. Manage Works paces" checked in the workspace permission definition, or" Modify All Data" check on the user's profile
- D. Manage Workspaces" checked in the workspace permissions definition, or" Add Content" checked in the workspace permission definition

**Answer:** D

**NEW QUESTION 207**

- (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 210**

- (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 212**

- (Topic 3)

How can Administrators examine what configuration changes have been made?

- A. Setup / Application Setup / Administration / Create / Setup Changes
- B. Use Dream Factory Snapshot or other metadata API-based Tool
- C. Run reports on Last Modified By
- D. Go to a list view

**Answer:** B

**NEW QUESTION 215**

- (Topic 3)

When overriding a standard button that is not the Save button, which feature can be used to replace the standard functionality?

- A. Apex trigger
- B. Apex classes
- C. Visual force pages
- D. Visual force controllers

**Answer: C**

**NEW QUESTION 219**

- (Topic 3)

What App Exchange partner allows you to easily web-enable any object without needing to use the API to develop custom web integration?

- A. Sales force-to-Sales force
- B. PLD)you to easily web-enable any object to develop custom web integration Model Metrics Web2Anything
- C. L LPO

**Answer: B**

**NEW QUESTION 222**

- (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 225**

- (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 229**

- (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 232**

- (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 236**

- (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 239**

- (Topic 4)

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 240

- (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 241

- (Topic 4)

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 243

- (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 246

- (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 247

- (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 use r who has granted login access

**Answer:** B

#### NEW QUESTION 251

- (Topic 4)

What is true about Territory Assignment Rule? Choose 2

- A. Rules Run when an Account updated or created via Connect offline
- B. Rules Run If an account created by Sales force Mobile
- C. Rules Run when duplicate accounts merged.
- D. Rules Run when products updated in Opportunity.

**Answer:** BC

**NEW QUESTION 253**

- (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 257**

- (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 260**

- (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 265**

- (Topic 4)

What records can be cleaned and enriched using Data.com?  
{Select all that apply.)

- A. Accounts
- B. Contacts
- C. Opportunities
- D. Campaigns
- E. Leads

**Answer:** ABE

**NEW QUESTION 270**

- (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 273**

- (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 277**

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