ADM-211 Dumps

Administration Essentials for Experienced Admin

https://www.certleader.com/ADM-211-dumps.html

NEW QUESTION 1
CORRECT TEXT
How can you measure adoption beyond the number of logins?

Answer:

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

NEW QUESTION 2
CORRECT TEXT
Explain the 4 primary steps in the typical de-dupe process

Answer:

Explanation: 1- Establish what qualifies as a duplicate.
2- Find a common identifier.
3- Determine which other fields and methods can be used to de-dupe.
4- Merge the losing records into the winning record.

NEW QUESTION 3
If you implement Territory Management, your role hierarchy will he copied to your Territory structure.

A. True
B. False

Answer: B

NEW QUESTION 4
CORRECT TEXT
Describe Apex

Answer:

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 5
CORRECT TEXT
Describe the difference between an email template and a mail merge template:

Answer:

Explanation: Mail Merge - done in outside application, paper-driven
Email Template- sent from the application via email

NEW QUESTION 6
S-Controls are only triggered through the user interface.

A. True
B. False

Answer: A

NEW QUESTION 7
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 8
The Excel Connector a supported product?

A. True
B. False

Answer: B

Explanation: The excel connector is not supported by SFDC

NEW QUESTION 9
CORRECT TEXT
Describe the use cases for Delegated Administration

Answer:

Explanation: Create /edit users and reset passwords Create default sales teams
Create personal groups for users Assign users to specified profiles
Login as a user who has granted login access Manage custom objects
They help to assign routine admin tasks to others Take the weight off of other Application

NEW QUESTION 10
Roll-up Summary Fields work with Opportunity Line Items to Opportunities?

A. True
B. False

Answer: A

Explanation:
Opportunity Line Items are in a master-detail relationship with Opportunities being the master and Opportunity line items being the child. Roll up summaries are
available for the master records in a master-child relationship.

NEW QUESTION 10
CORRECT TEXT
Describe some ways you can proactively make sure quality data is entered into the system.

Answer:

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

NEW QUESTION 13
CORRECT TEXT
Describe some techniques for motivating users:

Answer:

Explanation: 1- 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 18
Controls are no longer supported by SFDC

A. True
B. False

Answer: A

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

NEW QUESTION 21
CORRECT TEXT
Name the objects that support field history tracking:

Answer:

Explanation: 1- Data Entry 'Objects: Accounts, Contacts.Opportunities, Leads, ContractsCases. Solutions, Custom Objects
2- History Objects: Approval History, limited Campaign Member history (Member First associated, Member First Responded)
3- Salcsforcc2Salcsforcc connection history
4- Oppty Stage History for: Stage, Probability, Amount, Close Date, Last Modified By

NEW QUESTION 26
CORRECT TEXT
Describe some feedback mechanisms that can help drive "relentless incrementalism":

Answer:

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 31
S-Controls are only triggered through the user interface

A. True
B. False

Answer: A

NEW QUESTION 32
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 34
CORRECT TEXT
Describe how administrators can examine what configuration changes have been made:

Answer:

Explanation: 1- Through the audit trail (at Setup | Security Controls).
2- It will show the 20 most; recent setup changes, you can download a complete history for the last 180 days
3- There are over three dozen items tracked (see "Monitoring Setup Changes" in help)
4- Alternatively, you might use Dream factory's Snapshot or other Metadata API-based tools.

NEW QUESTION 37
All applications downloaded from the App Exchange can be modified once loaded into an org.

A. True
B. False

Answer: B

Explanation:
Only unmanaged packages downloaded from the App Exchange can be modified. Managed packages are unable to be edited or customized.

NEW QUESTION 38
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 42
A developer wants to create a mashup to display a contact's location using Google Maps. Which of the following is not a necessary step in developing this mashup?

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

Answer: D

NEW QUESTION 43
You can log a case with Sales force to see if an employee exported data within a particular time frame.

A. True
B. False

Answer: A

Explanation:
This is called forensic investigation and can be requested via a case.

NEW QUESTION 46
How many records can be deleted at once using the Mass Delete tool?

A. 200
B. 500
C. 2000
D. 5000
E. Unlimited

Answer: B

Explanation:
Wizards inside SFDC usually have a limit of 500 records. However, the data loader and other ETL tools do not have any limits.

NEW QUESTION 50
CORRECT TEXT
Define User Adoption

Answer:

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 55
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 58
CORRECT TEXT
List the commonly used API calls

Answer:

Explanation: Create (also known as Insert) Update
Upsert Delete Undelete Query Retrieve

NEW QUESTION 62
CORRECT TEXT
Describe the best way to manage Lockout Periods for maintenance?

Answer:

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 67
Referring to other formulas may reduce the 1300 character limit, but it is possible to continue chaining multiple formula fields together indefinitely.

A. True
B. False

Answer: B

Explanation:
This is not possible because the character limit still applies.
1300- Maximum characters s displayed after calculation 3900- Maximum characters allowed in the formula

NEW QUESTION 69
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 70
CORRECT TEXT
List some ways that admins can increase user adoption:

Answer:

Explanation: 1- Measure user adoption (including dashboards)
2- Motivate users by showing them the value
3- Use Sales force during meetings
4- Use Sales force as a Sales Portal
5- Train the end users

NEW QUESTION 72
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 76
File attachments count towards the overall data storage limit.

A. True
B. False

Answer: B

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

NEW QUESTION 81
How many letters do you have to enter for the auto-complete to work?

A. l
B. 2
C. 3
D. 4

Answer: A

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

NEW QUESTION 84
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 86
The Mass Delete tool can be used on any object

A. True
B. False

Answer: B

Explanation:
The mass delete tool will only work with standard objects: Accounts, Leads, Activities, Contacts, Cases, Solutions and Products

NEW QUESTION 91
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 92
Choose the correct Answer
S-Controls are the (code that can execute) for various (objects that fire events) in the system, such as standard or custom buttons, custom links, inline s- controls, and web tabs.

A. Hooks, Targets
B. Targets, Hooks
C. HTML, Snippets
D. Snippets, HTML

Answer: B

NEW QUESTION 97
CORRECT TEXT
List 6 pieces of functionality that Sales force recommends deploying when implementing localization.

Answer:

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 98
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 103
CORRECT TEXT
How do the Excel connector and SFDC reports differ in their support for filter criteria?

Answer:

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

NEW QUESTION 107
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 108
CORRECT TEXT
Describe how can you use Excel Connector in conjunction with custom reports to get the data you want?

Answer:

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

NEW QUESTION 111
CORRECT TEXT
You can provision multiple Sandbox orgs.
There are 3 different types of sandboxes:

A. Production
B. Configuration
C. Developer

Answer: A

NEW QUESTION 112
CORRECT TEXT
32. Describe what Delegated Administrators CANT do:

Answer:

Explanation: 1- Create new profiles
2- Add fields

NEW QUESTION 116
All editions of sales force can use the data loader

A. True
B. False

Answer: B

Explanation:
Only UE, EE and DE Orgs can use the data loader

NEW QUESTION 120
How many levels deep can cross-object formulas go?

A. 2
B. 3
C. 4
D. 5
E. None of the above

Answer: D

Explanation:
Documentation shows 10 unique relationships, but study guide and some community answers show 5.

NEW QUESTION 122
CORRECT TEXT
Describe the some symptoms of a sharing model that is too private.

Answer:

Explanation: 1- Lots of duplicate records
2- Users consistently have to manually share records
3- There are a large number of sharing rules
4- Admins have lots of requests for more record access

NEW QUESTION 125
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 126
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 131
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 sec 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 135
Apex is client-side

A. True
B. False

Answer: B

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

NEW QUESTION 137
CORRECT TEXT
What are2 the ways that Visual pages can be incorporated into the rest of your user interface?

Answer:

Explanation: 1- Tabs2. Embedded into page layouts

NEW QUESTION 141
What type of report drives the User Login dashboard component?

A. Chatter adoption
B. User profile report
C. Admin Login report
D. This component does not exist for security purposes

Answer: C

NEW QUESTION 146
CORRECT TEXT
When should you consider Opportunity Big Deal Alerts?

Answer:

Explanation: 1- When on PE (no workflow) or it fits the criteria listed below:
2- Opportunity triggered on the Amount and Probability field thresholds
3- Limited routing functionality is okay
4- Specific only to opportunities

NEW QUESTION 151
CORRECT TEXT
When locking users out of the system for maintenance, what is a key tiling to remember?

Answer:

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

NEW QUESTION 153
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 154
CORRECT TEXT
What sales force labs dashboards are available for free on App Exchange?

Answer:

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 156
Whichof thefollowing archooks:
Select all that apply:

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

Answer: CD

NEW QUESTION 158
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 160
CORRECT TEXT
What are 3 scenarios when might it be better to use packaging and the App Exchange for testing and deployment?

Answer:

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 164
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 167
What is the best way to transfer configurations from Sandbox to Production?

A. Import Wizard
B. Metadata API
C. Change Sets
D. Data loader

Answer: B

NEW QUESTION 168
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 171
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 174
CORRECT TEXT
What are some examples of Web-to-X usage of SFDC?

Answer:

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 178
CORRECT TEXT
What are the4 steps in authenticating users when they log into Sales force?

Answer:

Explanation: 1- If the user's login is from a browser that includes a Sales force cookie, the login is allowed. The browser will have the Sales force cookie if the user has previously used that browser to log in to Sales force, and has not cleared the browser cookies.
2- If the user's login is from an IP address in your organization's trusted IP address list, the login is allowed.
3- If the user's login is from neither a trusted IP address nor a browser with a Sales force
cookie, the login is blocked.
4- Whenever a login is blocked or returns an API login fault, Sales force must verify the user's identity using a temporary verification code sent to the user's email account.

NEW QUESTION 182
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 186
What objects will auto-complete? Select all that apply:

A. Account
B. Contact
C. User
D. Custom object look ups

Answer: ABCD

NEW QUESTION 187
What can be turned on in Sandbox? Select all that apply:

A. Approval processes
B. Case escalation rules

C. Case assignment rules
D. Oppty reminders

Answer: AC

NEW QUESTION 191
What are the two major pieces to most s-controls?

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

Answer: AC

NEW QUESTION 195
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 198
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 SI'DC Servers
D. It is much faster than other languages

Answer: CD

NEW QUESTION 199
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 204
CORRECT TEXT
What are 4 tools available to increase Administrator productivity?

Answer:

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

NEW QUESTION 209
CORRECT TEXT
What is the reason you should do discovery in your data management process?

Answer:

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 seekto manage.

NEW QUESTION 213
CORRECT TEXT
What considerations arc there in Workflow trigger order?

Answer:

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

NEW QUESTION 216
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 220
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 221
CORRECT TEXT
What are the recommended steps to protect Sales force users from security concerns such as phishing?

Answer:

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 223
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 226
Which of the following arc standard sales force applications? Select all that apply:

A. Sales
B. Call Center
C. Marketing
D. Social Media
E. HR mgmt

Answer: ABC

NEW QUESTION 227
Which cannot be customized in Ideas?

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

Answer: C

NEW QUESTION 228
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 232
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 236
CORRECT TEXT
What services arc included in DaaS?

Answer:

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

NEW QUESTION 240
Which of the following will make it easier for users to reach merge tools?

A. Build a custom bottom/link to the merge wizard
B. Merge using the KxcelConnector
C. Be granted delete rights to merge leads
D. All of the above

Answer: D

NEW QUESTION 241
Which tools provide SQL-like control in receiving data from Sales force?
Select all that apply:

A. Reports
B. Data leader
C. Excel Connector
D. Weekly export

Answer: BC

NEW QUESTION 246
CORRECT TEXT
What is the key phrase that executives use to ensure sales people adhere to using sales force?

Answer:

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

NEW QUESTION 248
CORRECT TEXT
When should you consider Opportunity Update Reminders?

Answer:

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 252
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 256
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 258
CORRECT TEXT
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 262
CORRECT TEXT
What skill set is required to work with outbound messages? API? or Apex?

Answer:

Explanation: Programmatic skill set working with programming languages such as C# or Java are similar.

NEW QUESTION 265
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 267
CORRECT TEXT
What are some of the limitations of a Developer org?

Answer:

Explanation: 20 MB of file and 20 MB of data 5000 API call/24 hours Partner & Customer Portal Mobile & Platform Licenses

NEW QUESTION 271
CORRECT TEXT
Where are custom buttons NOT available?

Answer:

Explanation: 1- Web to Lead

2- Web to Case
3- User Object

NEW QUESTION 274
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 275
CORRECT TEXT
What are some URI-s to stay current with what's happening with SFDC?

Answer:

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

NEW QUESTION 279
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 280
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 281
What are some tools for managing the Change Request process with SFDC? Select all that apply:

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

Answer: H

NEW QUESTION 284
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 287
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 292
CORRECT TEXT
What is a mobile configuration?

Answer:

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

NEW QUESTION 297
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 301
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 304
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 307
What are the two primary components of the Visual force framework? Select all that apply:

A. Components
B. S-Controls
C. Apex Pages
D. Controllers
E. Static Resources

Answer: AD

NEW QUESTION 311
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 316
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 320
With cross-object formula fields, fields can be inserted from objects of which relationship types?
Choose 2 answers.

A. Master-detail relationships
B. Roll-up summary relationships
C. Lookup relationships
D. Hierarchical Relationships

Answer: AC

NEW QUESTION 321
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 326
What are three types of S-Controls? Choose 3 answers.

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

Answer: BCD

NEW QUESTION 329
Adoption dashboards can display.

A. only users logins and call activity
B. only call activity and data quality
C. only standard objects
D. any reportable metric

Answer: D

NEW QUESTION 331
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 333
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 337
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 341
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 possibl
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 Off line on several machines at once using the MSI package available under Setup > Desktop Integration > Connect Offline.

Answer: CD

NEW QUESTION 343
From which location can an administrator author APEX?
Choose 3 answers.

A. Sandbox org
B. Productions org
C. Profile user interface
D. Force.com IDE

Answer: ABD

NEW QUESTION 346
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 351
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 356
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 358

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 363
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 364
Who are the three types of users that can grant Sharing privileges on a given record? Select all that apply:

A. Owner
B. Anyone higher in the role hierarchy
C. Systems admin
D. Group Members
E. Executives

Answer: ABC

NEW QUESTION 365
An Administrator would like to find out if a former employee has misused company data in Sales force prior to leaving the company. Which method should be used to verify the employee's activity in Sales force?

A. Log analysis
B. Setup audit trail
C. Download full login hi story
D. Create a customer report for users.

Answer: A

NEW QUESTION 366
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 368
What skill set is required to work with outbound messages?

A. WSDL
B. APEX Code
C. Programmatical skill set working with programming languages such as C# or Java
D. API

Answer: C

NEW QUESTION 373
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 378
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 380
Which statement is FALSE regarding Visual force?

A. It allows developers to replace the standard page layouts within the Sales force use r 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 Enterpris
E. Unlimited, and Developer Edition s Only.

Answer: D

NEW QUESTION 384
An administrator would like to compare a field or expression to a list of static values. Which of the following functions should be used?

A. ISNUMBER
B. CONTAINS
C. TRIM
D. VALUE

Answer: B

NEW QUESTION 388
How do you take away a user's ability to run reports while allowing them to view the report?

A. Remove the "Run Reports" or "Create and Customize Reports" from their profile.
B. Adding "Cannot Run Reports" or "Cannot Create and Customize Reports to their profile.
C. Adding "Manage User" permissions to their profile.
D. Remove " View All Data" permission from their profile.

Answer: A

NEW QUESTION 392
What feature is NOT customizable under the Setup/Develop menu?

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

Answer: C

NEW QUESTION 397
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 402
When a new feature is considered to be in Developer Preview before it is officially released it means that it is available.

A. inDeveloper Edition orgs.
B. for salesforce.com partners only.
C. for users with the "Developer" permissions
D. for users who activate the feature b y calling salesforce.com support

Answer: A

NEW QUESTION 403
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 405
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 409
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 414
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 416
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 421
File Attachment count towards complimentary data storage.

A. True
B. False

Answer: B

NEW QUESTION 425
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 427
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 432
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 435
Universal Containers wants all of its sales representatives to use a standard format in Microsoft Word for communicating price quote information to its customers.

A. Create and upload a sample quote document to the Documents tab; point sales representatives to this document
B. Create and upload an email template to Sales force; train sales representatives how to leverage it via Connect for Outlook.
C. Create and upload a mail merge template to Sales force; training sales representatives how to leverage it via connect for outlook

Answer: C

NEW QUESTION 436
When would you use APEX? Choose 2 answers.

A. When you need t o 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 438
Universal Containers would like to build a recruiting application. The y need to track open positions and the attributes of those positions as well as candidates applying for those positions and the attributes of the candidate. What should an administrator do to track this information?

A. Create a custom field for positions.
B. Create a custom field for candidates.
C. Create a custom object for positions and a custom object for candidates and relate the two objects.
D. Create a

Answer: C

NEW QUESTION 440
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 442
Which is NOT an option for customizing Sales force Community?

A. Half-Life
B. Categories
C. Customized page layouts
D. Customized s earch layouts.

Answer: C

NEW QUESTION 445
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 449
Which of the following use cases for custom buttons?
Choose 3 answers.

A. Perform an action against a list of records
B. Automate processes

C. Pre- populate data
D. Perform a calculation on a report

Answer: A

NEW QUESTION 450
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 453
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 456
What is Data Cleansing?

A. Improving existing data by linked additional data services
B. Systematic Collectionor organization and analysis ofdata.
C. Creating format consistency removing bad data and consolidating resources
D. Identifying and merging duplicate records.

Answer: C

NEW QUESTION 458
What is DAAS?

A. Developer Service Training
B. Development As A Service
C. Force.com Metadata API
D. IDE/Code-share

Answer: B

NEW QUESTION 463
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 467
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 468
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 473
What is possible using Content? Choose 3

A. Publish content to com pany'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 476
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 480
Validation rules help in business process for (Select two)

A. Validating ranges
B. Validating data types
C. Validating Page Layouts
D. Validating Buttons

Answer: AB

NEW QUESTION 484
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 488
On Sales force console if a user want to see more fields in Parent object mini layout while
viewing Child Detail Page.

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

Answer: A

NEW QUESTION 492
What element would you use to set an opportunity name variable t o "Product Promotion"?

A. Record Update
B. Record Create
C. Assignment
D. Decesion

Answer: C

NEW QUESTION 497
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 499
What type of information can be recorded in a debug log? (Select a II that apply)

A. Workflow
B. Data Storage
C. Validation
D. Database
E. License

Answer: ACD

NEW QUESTION 500
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 503

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 507
CORRECT TEXT
Both a sharing rule and an account team give Jose access to the Dixon Chemical account The sharing rule gives him read access, and the account team gives him read/write access. Will Jose be able to edit the Dixon Chemical account.

A. Yes
B. No

Answer: A

NEW QUESTION 511
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 513
When would you use a web app or web controls?

A. Highly customized UI or Business logic functionality that cannot be accommodated by S- Controls
B. Highly customized UI or Business logic functionality that cannot be accommodated by Visual Force
C. Highly customized UI or Business logic functionality that cannot be accommodated by custom formula fields
D. Highly customized UI or Business logic functionality that cannot be accommodated by custom summary fields

Answer: A

NEW QUESTION 518
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 521
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 524
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 529
How many characters a formula field can support (including spaces, return characters, and comments)?

A. 200
B. 300
C. 1900
D. 3900

Answer: D

NEW QUESTION 534
What is the fastest way to communicate new release information to your end users?

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

Answer: B

NEW QUESTION 536
What is true about Custom Button? Choose 2

A. It is displayed on right side of standard button
B. It is displayed on top or page layout
C. It is displayed on top and bottom of page layout
D. It is displayed on left side of standard button

Answer: AC

NEW QUESTION 537
What triggers the Big Deal alert? Select all that apply: Choose 2

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

Answer: A

NEW QUESTION 539
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 540
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 542
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 546
Custom Button can be used on

A. Detail Page layou
B. Search Layout .List views
C. Detail Page Layout
D. Search Layout
E. List Views

Answer: A

NEW QUESTION 549
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 554
What privileges can be given to delegated administrator? (Select all the apply)

A. Modify the role hierarchy.
B. Create and edit users.
C. Assign users to specified profiles.
D. Modify profile permissions.
E. Manage custom objects.

Answer: BCE

NEW QUESTION 555
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 560
What can be customized in content? (choose 2)

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

Answer: AB

NEW QUESTION 562
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 566
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 568
What are included in Force.com platform? Choose 3

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

Answer: BCD

NEW QUESTION 573
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 574
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 579
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 580
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 581
What actions occur before a request enters the first approval step?

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

Answer: C

NEW QUESTION 586

When configuring Customizable Forecasting, you can set which of t he following Fore cast Dates for determining which opportunities con tribute to the forecast?

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

Answer: E

NEW QUESTION 588
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