

Administration Essentials for Experienced Admin

1. 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 a mail merge template to Sales force; training sales representatives how to leverage it via connect for outlook

C. Create and upload an email template to Sales force; train sales representatives how to leverage it via Connect for Outlook.

Answer(s): B

2. What is the difference between locking an Opportunity with an Approval Process and changing the record type to a page layout with all read-only fields?

A. No one can edit the record type with the read only fields and anyone can edit a locked record.

B. When an Opportunity is locked, the submitter can edit it at any time to resubmit the record.

C. Once de

D. The edit button is disabled and a lock symbol appears on the record if it is submitted to the approval process.

Answer(s): D

3. What data retrieval method does not require admins to have a deep understanding of the

A. API

B. Weekly Export

C. Reports

D. Data leader

Answer(s): B,C

4. What is Data Cleansing?

A. Creating format consistency removing bad data and consolidating resources

B. Systematic Collection or organization and analysis of data.

C. Improving existing data by linked additional data services

D. Identifying and merging duplicate records.

Answer(s): A

5. What tools are available to help troubleshoot issues with an approval process?

A. Approval History related list

B. Sales force email logs

C. Apex triggers

D. Visual force Pages

Answer(s): A,B

6. 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 is updated, even though it is hidden

B. The field will fail to update and remain in its original state.

C. The field will only update if the user has Modify All Data enabled in the profile.

D. The field will only update if the rule is triggered by a time-based trigger

Answer(s): A

7. What are the two major pieces to S-Controls?

A. Hooks and Controllers

B. Visual Presentation & Functional/code

C. Controllers and Protectors

D. HTML & Java Script

Answer(s): D

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

A. Data Loader

B. Excel Connector

C. Weekly Export

D. Reports

Answer(s): A,B

9. Which of the following are best practices towards enhancing productivity?

A. Hotkeys

B. Minimize clicks

C. Auto complete lookups

D. Roll-up summaries

E. Inline editing

F. Tagging

G. Cross object formulas

H. Shortcuts

Answer(s): A,B,C,D,E,F,G,H

10. Which feature can be enabled in a sandbox?

A. Opportunity reminders

B. Case assignment rules

C. Case escalation rules

D. Workflow rules

Answer(s): D

11. What is DAAS?

A. Developer Service Training

B. IDE/Code-share

C. Force.com Metadata API

D. Development As A Service

Answer(s): D

12. From which location can an administrator author APEX?

A. Sandbox org

B. Force.com IDE

C. Profile user interface

D. Productions org

Answer(s): A,B,D

13. When should you use APEX to solve a business problem?

A. When attaching business logic to a web event

B. When processing multiple records at a time

C. When processing one record at a time

D. When attaching business logic to a data event

Answer(s): B,D

14. 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(s): D

15. 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(s): A

16. By Custom button what all you can call?

A. Apex Trigger

B. Apex Class

C. VF Controller

Answer(s): C

17. When should Apex not be used?

A. If you want to integrate with a third party system that does not support web services.

B. When adding visual elements to the UI

C. When you want to process multiple records at the same time

D. When you add functionality to an S-Control or composite app to process one record at a time.

E. When adding business logic that only applies when accessing data through the UI

Answer(s): A,B,D,E

18. Which component is part of the Force.com platform?

A. Force.com IDE

B. Metadata API

C. Sandbox

D. Workflow process

Answer(s): A,B,C

19. Which statement is TRUE regarding the order by which Workflow Rules and actions are executed?

A. Multiple workflow rules are executed upon save resulting in any combination of different actions

B. Workflow actions execute in the following order: field update, task, emails, outbound messaging.

C. A user cannot use the system log to track and troubleshoot the execution of workflow triggers.

D. Unlike assignment rules, there is no set order in which workflow rules may be triggered

Answer(s): A,B,D

20. Other than the Mass Delete tool, what is another possible approach for mass deleting?

A. Data Loader

B. Delete Button

C. Running a Report

D. Excel Connector

Answer(s): A,D
