SFDC Administration Interview Questions

1. What is Salesforce?

Salesforce is the world's #1 Customer Relationship Management (CRM) platform.

A CRM system that allows businesses to manage business relationship & the data with information associated with them.

2. Distinguish between Salesforce.com and Force.com.

Both are relatively the same but different in their functionality.

- **Salesforce.com** helps build CRM-functionality-based applications, e.g., an iPhone 'app' that stores contact details, makes phone calls, and has all the other standard functions of a phone.
- **Force.com** is used to customize a data model and a user interface, e.g., an iPhone OS environment that can build and run apps.

3. What are the available portals in Salesforce?

Three types of portals are available in Salesforce.com:

- **Customer portal**: It enables us to utilize the capabilities of the web as the ideal channel to deliver superior self-service.
- **Partner portal**: It allows partner users to log in to Salesforce via a separate website than that is used for our non-partner users.
- **Self-service portal**: Customers will be able to search for details about the organization using this portal.

4. Why do we use Tabs in Salesforce? Mention the types of Tabs.

In Salesforce.com, a list of tabs is placed in the Tab menu. Tabs are used to access an object's data.

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There are three types of tabs:

- Custom tab
- Visualforce tab
- Web tab
- Lightning Tab

5. What is Profile? Mention the types of Profiles available in Salesforce.

A profile is similar to settings and permissions in Salesforce. It is used to perform different functions that are defined by users. It is another way to manage particular records.

There are two types of profiles:

- **Standard profiles:** Profiles created by Force.com
- **Custom profiles:** Profiles created by users

How to delete or freeze users in Salesforce.com?

Deleting a user is not possible in Salesforce.com, but we can deactivate the user by using the **Freeze** option.

6. Mention the ways to store files, documents, and images in Salesforce.com.

We can store files, documents, and images in Salesforce.com as below:

- Attachments
- Documents
- Google Drive
- Libraries
- Chatter Files

7. How to set the Login Hours and Login IP ranges for the users in Salesforce?

- **Login Hours**: If Login Hours is set in an organization, then it restricts the login before or after login hours.

8. List the characteristics and functions of a Roll-up Summary field.

Characteristics of a roll-up summary field:

- It can be created for a Master–Detail relationship but not for a Lookup relationship.
- Auto numbers are not available here.
- We cannot change the field type in a roll-up summary field.
- It derives data from the Child object.

Functions of the roll-up summary field:

- Count
- Sum
- Min
- Max

9. What are the different kinds of Reports in Salesforce?

Different kinds of reports in Salesforce are:

- **Tabular Report:** It is similar to a spreadsheet and is the simplest and fastest way to see data. Tabular reports are the best to create lists of records.
- **Summary Report:** It is similar to a tabular report but allows users to group rows of data, view subtotals, and create charts.
- **Matrix Report:** It is similar to a summary report, but it allows users to group and summarize data by both rows and columns.
- **Joined Report:** Joined reports let us create multiple report blocks that provide different views of our data and each block acts as a subreport.

10. Define Dynamic Dashboards. Can we schedule Dynamic Dashboards?

Dynamic dashboards help us display the set of metrics in an organization. They are created to provide security settings for dashboards at Salesforce.com.

Two setting options are there in dynamic dashboards:

- Run as a specified user

- Run as the logged-in user

11. Name the different Workflow components in Salesforce.com.

There are five workflow components in Salesforce.com:

- Workflow Rules
- Workflow Tasks
- Workflow Email Alerts
- Workflow Field Updates
- Workflow Outbound Messages

12. What are the limitations of a Time-dependent Workflow?

Limitations of a time-dependent workflow are as follows:

- Time triggers do not support minutes or seconds.
- Time triggers cannot reference when formula fields that include related-object merge fields.
- We cannot add or remove a time trigger if:
    - The workflow rule is active
    - The workflow rule is included in the package

13. When do we use Data Loader?

We use Data Loader when:

- We need to load more than 50,000 to less than 5,000,000 records
- We need to load into an object that is not yet supported by web-based importing
- We want to be able to save multiple mapping files for future use
- We want to export our data for backup purposes
- We want to prevent duplicates by uploading the records

14. Define SaaS.

In **Software as a Service (SaaS)**, the cloud service provides software that we need to develop an application, saving us from purchasing it. SaaS supports web services and service-oriented architecture.

15. Define PaaS.

In **Platform as a Service (PaaS)**, the cloud service provides an operating system (OS), hardware, storage, and network services through the cloud, but we have to pay to the service providers based on our subscription, like the rental services.

16. Define IaaS.

In **Infrastructure as a Service (IaaS)**, the cloud service provides the infrastructure, such as servers, hosting service, and storage.

17. What are the Advantages of Cloud Computing?

- **Cloud computing** has made tremendous growth in ***processing power, reliability of the Internet and the great increase in broadband speeds.***
- It makes tremendous sense to make use of the centralized server of the provider of **cloud computing services** as not only does it reduce the costs by a great extent by making redundant the need to buy several software licenses, it also eliminates the huge costs required by an organization to maintain and upgrade existing software.

18. What are deployment modes of cloud computing?

Cloud computing services can be provided in four different deployment modes depending on size and structure of an organization. Four deployment modes of cloud computing are

1. Public Cloud.
2. Private Cloud.
3. Hybrid Cloud and
4. Community Cloud.

19. What is Public Cloud?

Public cloud can be available to people across the world. In this Public Cloud the user has no control over the resources.

20. What is Private Cloud?

Private Cloud Can be accessed only with in the limited premises. In **Private cloud** Cloud Services Providers Cloud infrastructure to particular Organization or Business specially. This Cloud infrastructure is not provided to others.

21. What is Hybrid Cloud?

Hybrid Cloud is the combination of number of clouds of any type but the cloud has the ability to allow data and / or applications to be moved from on cloud to another cloud. Hybrid Cloud is a combination of (**Public Cloud ,Private Cloud, Community Cloud**). Here API is used as an interface between public and Private Cloud.

22. Difference between Public and Private Cloud?

Public cloud can be available to people across the world. In this Public Cloud the user has no control over the resources. Where **Private Cloud** Can be accessed only within the limited premises. In **Private cloud** Cloud Services Providers Cloud infrastructure to particular Organization or Business specially. This Cloud infrastructure is not provided to others.

23. Different Salesforce Editions?

Salesforce.com provides different types of editions and features depending upon the cloud. For Sales cloud it provides four different types of editions. They are

1. Group.
2. Professional.
3. Enterprise.
4. Unlimited.

24. Number of Salesforce Editions released per year?`

Salesforce Releases e updates for every year. They are

1. Spring.
2. Summer.
3. Winter.

25. Difference between Salesforce.com and Force.com?

Salesforce.com and fore.com are relatively same but they are different in their functionality. Salesforce.com is used to develop CRM functionality based application where force.com is used to customize our data model, business logic and User interface

26. What is Database.com?

Database.com is a type of service provided by Salesforce.com to enhance the power of Salesforce.com CRM applications. Database.com provides "Data as a Serivce" to subscribers.

27. How many types of portals are available in Salesforce?

In Salesforce.com we have three types of portals. They are

1. Customer Portal.
2. Partner portal.
3. Self Service portal.

28. What is App in Sales force?

App means an Application. In Salesforce an Application consists a group of tabs which are designed to work as a single function. We have number of applications in Salesforce.com some of them are sales, marketing, chatter, site.com, work.com etc.
We can create new application and also customization for the existing apps in Salesforce.com. To create new app in sfdc go to **Setup=>Build=>Create=>App.**

29. Different types of object in Salesforce.com? And why they called so?

In Salesforce.com we have two types of objects. They are

1. Standard objects.
2. Custom Objects.

- Standard Objects :- Standard objects are called so because they are created and provided by Salesforce.com.
- Custom Objects :- Custom objects are those which are created by an User in salesforce.com.

30. What is an object in Salesforce?

An Objects is represented as a database table which stores organization data . **Objects** consists of set of **fields** and we store data against that field. To view data **Salesforce** provided **TABS**.

31. What are the Standard and Custom Fields in Salesforce?

- Standard fields for custom objects stores the information about created by, modified by, currency, Name, owner and Division. These are the standard fields in Salesforce.com.
- Custom field for custom objects store unique data or information of an organization.

32. How many custom fields can I created in an object?

In Unlimited edition we can create up to 500 fields per object. In professional edition we can create up to 100 custom fields per object.

33. What is Role ?

Role Hierarchy settings make the **managers and subordinates** to **edit, and view the records**. The users in the Hierarchy can be able to **view, edit and report** all the data shared.

34. Difference between Role and Profile?

Roles :- Using we can provide record level access like organization wide defaults, Role hierarchy, sharing rules and Manual sharing. Simply roles influences record level access.

Profiles :- Using profile object level and field level access can be made like general permissions, tab level permissions, read & write permissions etc.

35. What is a Fiscal Year in Salesforce?

Fiscal years in Salesforce are used to define starting and ending date of an organization financial year.Fiscal years in salesforce are two types they are.

1. Standard fiscal year :- To change starting month of the fiscal year this type is used.
2. Custom fiscal year :- We can set custom fiscal year dates like quarters, weeks.

36. What is a dependent picklist?

Dependent Picklist allows to contain multiple values and pick value one among them or Multiple values among them. Dependent fields depends upon controlling field.

37. What is Page Layout and Record Types?

- **Page Layout** :- In page layout customization can be done like fields, related lists, custom links can be arranged.
- **Record Types** :- Record types in salesforce helps to implement business processes like defining picklist values for standard and custom pick lists.

38. How to delete user from Salesforce?

In salesforce.com, deleting a user is not possible. But the user can be deactivated by freezing that user in salesforce. To deactivate user go to **Setup=>Administer=>Manage users=>Users=>Click on Freeze.**

39. How to freeze users in salesforce.com?

In salesforce.com, deleting a user is not possible. But the user can be deactivated by freezing that user in salesforce. To deactivate user go to **Setup=>Administer=>Manage users=>Users=>Click on Freeze.**

40. What are Static Resources?

Static resources helps to store upload images, files, zip files, documents, javascript files, Css Files which can be used in visualforce pages. Maximum data storage limit for static resource is 250mb.

41. List some standard indexed fields in salesforce.com?

Id, name, owner fields, lookup fields, master-detail relationship fields, audit dates like Last Modified dates etc are the standard indexed fields in Salesforce.com.

42. Which fields cannot be added as a custom Index?

Formula fields.

43. Which fields are Indexed by default in Salesforce?

Salesforce indexed some fields by default they are Id, name, owner fields, lookup fields, master-detail relationship fields, audit dates like Last Modified dates.

44. Is it possible to edit formula field values in a record?

No.

45. What is a Sharing Rule?

Sharing rules in Salesforce represent the permissions and exceptions to your organization. By using sharing rules we can grant access to edit, read, read/write permissions to user. Sharing Rules are of two types. They are

1. Manual Sharing.
2. Automatic Sharing.

46. What is Manual Sharing?

Manual sharing is the process of sharing records manually.

47. What is permission set?

Permission sets in salesforce.com are the combination of different settings and permission sets given to user to access records and files.

48. Difference between profiles and permission sets?

Permission Sets : In this Permission sets we define the access level of the user. Generally we determine what a user can do in the applications. These are used to grant additional permission to a user.
Profiles : In Object level Security, Profiles are assigned to the user by system administrator. A profile can be assigned to many users where as a user can have only one Profile.

49. How can you define Field Dependency?

In Field dependency, we have to fields controlling filed and dependent field. When a selection is made the controlling field controls dependent picklist values.

50. How many field dependencies we can use in Visual Force page?

We can use up to 10 field dependencies in visualforce pages.

51. Tell me about Field-Level Security?

In field level security, we control the user what to see, edit, delete of a particular field in the object.

52. Briefly describe about Field-Level Security?

In field level security, we control the user what to see, edit, delete of a particular field in the object. In some situation like if we want to grant access control over Object to a user but the user should not be able to access some particular fields in that objects then we go for **Field Level Security**.

53. What is a User Record?

User records consist key information about the user.

54. What is a Record Owner?

Record Ownership : The User or Queue who controls and have the right to access a record.

Generally there are two types of Owners. They are

1. Users.
2. Queues.

55. What are Organization Wide Defaults?

- **Organization wide Defaults** define the baseline level of access to data records for all users in an Organization.
- **Organization wide Defaults** are used to restrict access to data(Records).
- **Organization wide Defaults**(OWD) can be defined for Standard Objects and Custom Objects.

56. What is a Role and Role Hierarchy?

Salesforce uses role hierarchy to automatically to grant access to users by default. We can not edit Grant Access using Hierarchies for standard objects and can edit Grant Access using Hierarchies check box for Standard objects.

57. What is Access at the Role Level?

Access at the role level depends upon the organization wide defaults.

58. What are the different types of Sharing Rules in Salesforce and explain them?

1. Account sharing Rule.
2. Contact Sharing Rule.
3. Case Sharing Rule.
4. Opportunity sharing Rule.
5. Lead Sharing Rule.
6. Custom Object sharing Rule.

59. In how many ways can we share a record?

Records can be shared in 5 types they are

1. Role Hierarchy.
2. Organization Wide Defaults.
3. Manual Sharing.
4. Criteria Based Sharing Rules.
5. Apex Sharing.

60. Best Practices of Creating Contact Sharing Rules?

Organization wide default settings are used to set red, write, read/write permissions

61. What are governor limits?

Governor Limits in Salesforce.com are the run time limits enforced by the apex runtime engine to write scalable and efficient code.

62. Is it possible to bypass Grant Login access using Hierarchies in case of standard objects?

Yes

63. **Can we use sharing rules to restrict data access?**

No, sharing rules cannot restrict data access.

64. **Is it possible to create sharing rules for detail object?**

No, we can create sharing rules for details objects because they don’t have owner field.

65. **How can you change the setting “Grant Access Using Hierarchies” for Standard Objects ?**

It is not possible , by default Grant Access Using Hierarchies options are enabled for standard objects and they can not be changed.For custom objects we can change **“Grant Access Using Hierarchies “**settings .

66. **What are the Mandatory points that you think while creating User and Role ?**

It’s Profile.

67. **While setting OWD (Organization wide sharing), can we change/modify the setting of child record in case of Master-Detail relationship?**

No, we can not change the settings of child record in Master Detail relationship because child record is controlled by parent record.

68. **In Partner Community, external user is having appropriate OWD and Profile Settings for Opportunity or consider any other Object. However they are getting insufficient privilege access, what might be cause of this error ?**

First check that every field used in report has Field level security for external users.

Check whether Standard Report Visibility settings are enabled, if it is enabled user can be able to see reports which are based on standard report types.

Now external user can be able to access sensitive information of internal user.

69. **What are the different types of Relationships in SFDC?What are they?**

They are four types of Relationships in Salesforce.com. They are

1. Master-Detail relationship.
2. Look-up Relationship.
3. May-Many Relationship.
4. Hierarchy Relationship (we can not use this relationship).

70. What is a “Look-up Relationship”?

- No parent is required.
- Relationship is optional.
- No impact on Security.
- Roll-Up summary fields cannot be available.
- 25 look-up relationships can be created to one Object.

71. What is “Master-Detail Relationship”?

We create Master-Detail Relationship using Junction Object in Salesforce.

- Child record must have a associated parent.
- Cascade record-level security.
- Cascade record deletion.
- Roll-up Summary fields can be established.
- Standard objects can not be a detail object.
- Standard Objects can be a Master object
- Maximum 2 Master-Detail Relationships can be created to a Object.
- Records can be re parented.

72. What is a “Self Relationship”?

Self Relationship is nothing but creating relationship between two same objects. This Self Relationship is a Look-up Relationship to the same object.

73. What is Roll-up summary?

Roll-Up Summary field in salesforce calculates values from a set of related records.

74. Define various characters of Roll-up Summary Field?

1. Roll-Up Summary field can be created only in a object which is referred as a object with a master detailed relationship field.
2. Roll-Up Summary field can only created for Master-detail Relationship.
3. Roll-Up Summary field can not be created for Look-up Relationship.
4. It Derives the data from child Object.
5. We can’t change field type of a field that we reference in a roll-up summary field.
6. Auto numbers are not available here.
7. Roll-Up Summary fields are not available for mapping lead fields of converted fields.

75. List out the functions of Roll-up Summary field ?

- Count : It calculates the total number of related records.
- Sum : It totals the values of selected fields.
- Min : Displays lowest value.
- Max : Displays the highest value.

76. What is Many-Many Relationship in Salesforce ?

- Many-Many Relationships between two objects can be created.
- Junction Object is used to create Many-Many Relationship.
- Junction object can also be called as Join Object.
- Junction Object links each objects in Many-Many Relationship.

77. Can we have Roll up Summary fields in case of Parent-Child Relationships?

No.

78. Is it possible to edit Roll up summary field value in a record?

No. roll up summary fields are read only fields and they can not be edited.

79. Is it possible to create Roll up summary field on parent object ?

Yes, we can create Roll up Summary field on parent object only with master detail relation between objects.

80. What is Junction Object?

In salesforce, **Junction Object** are the part of the objects which joins one object to another. These are specially used to join many objects in **Many to Many relationships**.

81. What are the main things need to consider in the "Master-Detail Relationship"?

Cascade deletion of the child records is done when parent record is deleted in Master-Detail Relationship.

82. Can we convert the look up relationship to Master Detail relationship? If so How can we convert?

Yes, we can convert Look-Up relationship to Master-Details Relationship. Conversion can be done only if all the fields have valid look-Up fields values only.'

83. Can we create Master Detail relationship on existing records?

Yes, It is possible to create Master-Detail Relationship on existing record. First we have to create Look-Up relationship to a record then convert it to master-Detail Relationship.

84. How to create many to many relationships between two objects?

Many to Many Relationship can be created using Junction object.

85. In case of Master-Detail relationship, on Update of master record can we update the field of child record using workflow rule?

No

86. In case of Master-Detail relationship, on Update of child record can we update the field of Parent record using workflow rule?

Yes, we can updatethe field of Parent record using workflow rule.

87. What happens to detail record when master record is deleted?

When master Record is deleted, it's detail records are also deleted.

88. What happens to child record when a master record is deleted in Look-up Relationship?

Child records are not deleted.

89. A custom object contains some records, now my requirement is to create field in this object with master detail relationship.

No. we can no create master detail relationship first create look up relationship and associate look fields for every parent record and then convert this to Master detail relationship.

90. Can we create both master detail relationship and Look-Up Relationship at a time ?

Yes, we can create.

91. What are different kinds of reports?

There are three types of reports in salesforce.com they are

1. Tabular reports.
2. Summary reports.
3. Matrix reports
4. Joined reports

92. What are Standard Reports?

Standard reports in salesforce are those provided by salesforce.com. These type of reports can not be deleted and used primarily for creating custom reports.

93. What are custom Reports?

Custom reports in salesforce are those created by user with specific criteria. These type of report can be deleted, edited and stores in personal folders.

94. What is a Tabular report ?

Tabular reports in salesforce are those where the data is displayed in the form of list. In Tabular reports custom data is arranged with out subtotals.

95. What is a Summary Report?

Summary reports in salesforce are those where the data is displayed in the form of summary format. Sorting, sum-total of data can be available in this report.

96. What is a Matrix Report?

Matrix reports is salesforce are those where the data is arranged in grid format having rows and columns. Data is arranged vertically and horizontally in tables like excel format.

97. What is Trend Report?

Trend reports in salesforce are those which displays historical data. Trend reports are used to analyse which fields contains data that we want to leave out.

98. What are Custom Report Types?

Custom report types in salesforce allows us to build framework in the report wizard when creating custom reports. This custom reports can be created between standard and custom objects.

99. Who can run Reports?

In Salesforce.com, most reports run automatically when we click on the report name. If we want to run a report click on **“Run Report”** to run automatically.

100. What is a bucket field in reports?

In salesforce reports, bucket fields are used to categorize reports records . When we use bucket field in reports there is no need of creating formula or a custom field.

101. Is it possible to delete reports using Data loader?

No, it is not possible to delete reports using data loaders.

102. What are Dashboards?

Salesforce Dashboards are the graphical representation and visual presentation of reports data in salesforce.

103. What are the different Dashboard Components?

Salesforce dashboard components are used to represent data. Salesforce dashboards have some visual representation components like graphs, charts, gauges, tables, metrics and visualforce pages. We can use up to 20 components in single dashboard.

104. What are dynamic Dashboards?

Dynamic dashboards in Salesforce displays set of metrics that we want across all levels of your organization. Enterprise Editions can use five dynamic dashboards and Unlimited edition can use ten dashboards.

105. Can we schedule dynamic dashboards?

No, we can not schedule dynamic dashboards for refresh. It must be done manually.

106. Explain dynamic Dashboard.

Dynamic dashboards in Salesforce displays set of metrics that we want across all levels of your organization.

Dynamic Dashboards in salesforce are Created to provide security settings for the dashboards in salesforce.com. We may have a requirement in an organization to **"view all data"** by every user in an organization according to their access we have to select Run as Logged-in User. There are two setting option in Dashboards. They are

1. **Run as specified User.**
2. **Run as Logged-in User.**

107. Which type of report can be used for dashboard components?

Summary reports and Matrix reports are used for dashboard components.

108. Which permission is required to set the running user other than you in dashboard?

The user must have "View All Data" permission is required to set the running users.

109. What is the use of "floating report header"?

Floating report headers enables us to display the column header visible on each page when we scroll the report page.

110. How to enable "floating report header"?

To enable floating report header in salesforce go to Setup=>Customize=>Reports and Dashboards=>User Interface settings=>Click on enable floating report header.

111. What is Analytical Snapshot in Salesforce.com ?

Analytical Snapshot in Salesforce are used to create reports on historical data.

112. What is Workflow?

Salesforce Workflow is a business logic that evaluates the records as they are created, updated in an object to apply automated process like **Assigning Tasks, Emails, Field Update and outbound message sending**.

113. What are the different workflow actions available in Salesforce?

Tasks.

Email alerts.

field updates.

Outbound messages

114. What is Time-Dependent Workflow?

Time dependent workflows are not executed independently. Time dependent workflows remain constant in the workflow queue as long as the workflow rule criteria is valid.

115. Limitations of Time-dependent workflow?

When defining time dependent workflows in salesforce we have to use standard and custom date and date/time fields defined for the object.

- We have to specify time using days and hours.
- Also add actions to existing time triggers.

116. In which criteria of a workflow – "time dependent workflow action" cannot be created ?

Created, and every time it's edited.

117. We have a "Time Based Workflow" and there is Action scheduled to be executed. If we Deactivate the workflow, Scheduled actions will be removed from queue or not?

Even after deactivating the the workflow, its action will not be removed. It's still active in queue.

118. **We have "Time Based Workflow" and there is action scheduled to be executed. Can we delete that workflow?**

It is not possible to delete the workflow when the workflow is having any pending time dependent actions.

119. **How to clear the Time based workflow action queue?**

We can clear time based workflow action queue in two ways they are

1. Make the criteria false.
2. Removing scheduled actions from the queue.

120. **While creating workflow on Task, what difference observed on available actions?**

While creating workflow on task we can not find "Send Email"action.

121. **Suppose if a record meets workflow criteria for time based workflow action, the action goes in queue. Later, before the time based action is triggered, the same record gets modified and the criteria previously met is changed and now it does not meet the workflow criteria. What happens to the time based action placed in Queue?**

Simply the time based workflow action is removed from workflow queue and will not get fired.

122. **What are the different data types that a standard field record name can have?**

A standard field record name can have data type of either **auto number** or **text field** with a limit of 80 chars.

123. **What is Validation Rules?**

Validation rule helps the user to improve the data quality by preventing the users from entering the incorrect data. In simple words, we can say that validation rule validates the user data.

124. What are Queues?

Queues allow the group of users to manage a shared workload more efficiently It prioritize your support team's workload by creating lists from which specific agents can jump in to solve certain types of cases.

125. What are Auto-Response Rules?

Auto Response Rules Automatically send personalized email templates for new cases and new leads from your website.

126. What is Escalation Rules?

Escalation Rules , Automatically escalate cases to the right people when the cases aren't solved by a certain time.

127. What is Chatter in Salesforce?

Chatter is a Salesforce real-time collaboration application that lets your users work together, talk to each other, and share information.

Questions Only:

1. What is Cloud computing?
2. Expand CRM?
3. List some CRM Software's?
4. What are the Advantages of Cloud Computing?
5. What is the definition of CRM?
6. What are deployment modes of cloud computing?
7. What is PaaS?
8. What is SaaS?

9. What is IaaS?
10. What is Public Cloud?
11. What is Private Cloud?
12. What is Hybrid Cloud?
13. What are the different types of Cloud Service providers?
14. Difference between Public and Private Cloud?
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31. What is a Role?
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37. What is a Fiscal Year in Salesforce?
38. What is a dependent pick list?

39. What is Page Layout and Record Types?
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58. Briefly describe about Field-Level Security?
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66. In how many ways can we share a record?
67. Uses cases for Sharing Rules in Salesforce?

68. Best Practices of Creating Contact Sharing Rules?
69. How can i provide record level access to user’s in an organisation? then what should i use from Salesforce security model?
70. If i want Object level accesses then what should i use from Salesforce security model?
71. In Partner Community, external user is having appropriate OWD and Profile Settings for Opportunity or consider any other Object. However they are getting insufficient privilege access, what might be cause of this error ?
72. What are governor limits?
73. Is it possible to bypass Grant Login access using Hierarchies in case of standard objects?
74. Can we use sharing rules to restrict data access?
75. Is it possible to create sharing rules for detail object?
76. How can you change the setting “Grant Access Using Hierarchies” for Standard Objects ?
77. What are the Mandatory points that you think while creating User, Role or Profile?
78. While setting OWD (Organization wide sharing), can we change/modify the setting of child record in case of Master-Detail relationship?
79. While setting OWD (Organization wide sharing), can we change/modify the setting of child record in case of Master-Detail relationship?
80. Number of accesses available in Organization Wide Defaults and what are they?
81. In Partner Community, external user is having appropriate OWD and Profile Settings for Opportunity or consider any other Object. However they are getting insufficient privilege access, what might be cause of this error ?
82. What are the different types of Relationships in SFDC?What are they?
83. What is a “Lookup Relationship”?
84. What is “Master-Detail Relationship”?
85. What is a “Self Relationship”?
86. What is Roll-up summary?
87. How to create Roll-up summary field on lookup relationship?
88. Can we have Roll up Summary fields in case of Parent-Child Relationships?
89. Is it possible to edit Roll up summary field value in a record?

90. Can we create Roll up summary field on parent object ?
91. How to create Many – to – Many relationship?
92. What is Junction Object?
93. What are the main things need to consider in the “Master-Detail Relationship”?
94. Can we convert the look up relationship to Master Detail relationship? If so How can we convert?
95. Can we create Master Detail relationship on existing records?
96. How to create many to many relationships between two objects?
97. In case of Master-Detail relationship, on Update of master record can we update the field of child record using workflow rule?
98. In case of Master-Detail relationship, on Update of child record can we update the field of Parent record using workflow rule?How to move Relationships to production from Full Sandbox?
99. What happens to detail record when master record is deleted?
100. What happens to child record when a master record is deleted in Lookup Relationship?
101. A custom object contains some records, now my requirement is to create field in this object with master detail relationship.
102. Can we create master detail relationship in this case?
103. In case of Master-Detail relationship, on Update of master record can we update the field of child record using workflow rule?
104. What are different kinds of reports?
105. What are Standard Reports?
106. What are custom Reports?
107. What is a Tabular report ?
108. What is a Summary Report?
109. What is a Matrix Report?
110. What is Trend Report?
111. What are Custom Report Types?
112. Who can run Reports?

113. What is a bucket field in reports?

114. Is it possible to delete reports using Apex?

115. What are Dashboards?

116. Dashboard Components?

117. What are dynamic Dashboards?

118. Can we schedule dynamic dashboards?

119. Explain dynamic Dashboard.

120. Who can access “drag and drop dashboard”?Which type of report can be used for dashboard components?

121. Which permission is required to set the running user other than you in dashboard?What is the use of “floating report header”?

122. How to enable “floating report header”?

123. What is Analytical Snapshot in Salesforce.com?

124. What is Workflow?

125. Different Workflow Components available in salesforce?

126. What are the different workflow actions available in Salesforce?

127. What is a Workflow Rule?

128. What is a Workflow Task?

129. What is a Workflow Alert?

130. What is a Workflow Field Update?

131. What is Time-Dependent Workflow?

132. Working with Time-Dependent workflow?

133. Time-Dependent Workflow – Considerations?

134. Limitations of Time-dependent workflow?

135. In which criteria of a workflow – “time dependent workflow action” cannot be created ?

136. When you can’t add Time dependent action in Workflow rule?

137. We have a “Time Based Workflow” and there is Action scheduled to be executed. If we Deactivate the workflow, Scheduled actions will be removed from queue or not?

138. We have “Time Based Workflow” and there is action scheduled to be executed. Can we delete that workflow?

139. How to clear the Time based workflow action queue?

140. While creating workflow on Task, what difference observed on available actions?

141. For which criteria in Workflow “Time dependent workflow action” cannot be created?

142. Suppose if a record meets workflow criteria for time based workflow action, the action goes in queue. Later, before the time based action is triggered, the same record gets modified and the criteria previously met is changed and now it does not meet the workflow criteria. What happens to the time based action placed in Queue?

143. Difference between Trigger and Workflow?

144. Briefly describe about Data Loader?

145. What are the different actions that can be made using data loaders?

146. How can we insert a record using Data Loader?

147. How to delete a record using Data loader?

148. How to update a record using Data Loader?

149. How to export records from Salesforce using Data Loader?

150. Explain about UPSERT?

151. How to handle comma fields while uploading using Data loader?

152. After Exporting data using Data Loader, Some time it appears that data is on New Line (Carriage Return) when we open CSV file in Microsoft Excel. For example, Address Data separated on different lines. How can we override this problem?

153. Explain me about Export and Export all in Data Loader?

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