ADMINISTRATION ESSENTIALS FOR EXPERIENCED ADMIN

1º) \_\_\_\_\_\_\_\_\_is a procedural scripting language that is written in discrete pieces, uses a syntax that looks like Java and acts like database stored procedures, and arc executed entirely on the Force.com platform.

* A. S-Controls
* B. HTML
* C. PHP
* D. Ajax
* **E. Apex**

2º) \_\_\_\_\_\_\_\_\_\_\_ allow developers to completely replace the standard page layouts within the Salesforce UI with completely custom pages.

* A. HTML
* B. Apex
* C. S-Controls
* **D. VisualForce Pages (**Visual force pages can incorporate Apex for advanced business logic functionality.)

3º) 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**

*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.*

4º) An administrator wrote a field update action for a workflow rule on a field that is hidden via Field-Level Security. When the workflow rule triggers, what happens to the data in the hidden field?

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

## FIELD UPDATE PROCESSING

* Field updates occur **before** email alerts, tasks, and outbound messages.
* Field updates occur **after** case assignment, lead assignment, and auto-response rules.
* Field updates function independently of field-level security. Therefore, a workflow rule can update fields even though they are hidden on the user's page layout.
* If your organization uses multiple currencies, currency fields are updated using the **record's currency**. If you choose to update a field based on a formula, any values in your formula are interpreted in the currency of the record.
* Salesforce processes rules in the following order:

1. Validation rules
2. Assignment rules
3. Auto-response rules
4. Workflow rules (with immediate actions)
5. Escalation rules

* The results of a field update can't trigger additional rules such as
* validation,
* assignment,
* auto-response,
* or escalation rules.
* The results of a field update can trigger additional workflow rules if you have flagged the field update to do so. For more information, see [Field Updates That Re-evaluate Workflow Rules](https://help.salesforce.com/s/articleView?id=workflow_field_updates_reevalute_wf.htm&type=5&language=en_US) (If Re-evaluate Workflow Rules After Field Change is enabled for a field update action, Salesforce re-evaluates all workflow rules on the object if the field update results in a change to the value of the field.)
* Field updates that are executed as **approval actions** don’t trigger
* workflow rules
* or entitlement processes.

5º) All of the following tools assist in auditing EXCEPT:

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

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

6º) As an end user what are two things you can do in content?

* **A. Read**
* B. Edit
* **C. Subscribe**
* D. Post

7º) Because Apex runs in a multitenant environment, the Apex runtime engine strictly enforces a number of \_\_\_\_\_\_\_\_\_\_\_\_\_\_ensure that runaway scripts do not monopolize shared resources.

* A. Bandwidth limits
* B. API limits
* C. Data storage limits
* **D. Governor limits**
* E. Mayoral limits

*Governor limits help to ensure the stability and performance of each org inside SFDC shared infrastructure.*

8º) 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

9º) A company called Universal Containers would like to track bugs within Sales force. The company needs to track the bug's severity and type as well as its status and description. Bugs should be related to Cases, but the bug's owner will be different than the owner of the case. How can the Universal Containers administrator meet these requirements?

* A. Create a section on the case page layout
* B. Create a field on cases
* **C. Create a custom object for bugs and relate it to cases**
* D. Create a relationship between the standard bug object and the standard case object

*The relationship would be established using a look up to the cases object so that independent ownership can be established. It will also allow the related bugs to be visible as a related list on the cases screen.*

10º) A company currently uses the standard Salesforce product and price book objects. Is it possible for this company to publish product and price book 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.

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

*SIMULATION:*

*Describe some ways you can proactively make sure quality data is entered into the system.*

* *Enforce Validation rules. (Exemplo: campos standards não são required mas para torná-los obrigatórios pode-se utilizar uma validation rule que force o seu preenchimento);*
* *Picklist;*
* *Use custom lookup fields (utilizando filters para auxiliar na qualidade dos dados selecionados);*
* *Workflow field updates;*
* *Unique fields (evitando registros duplicados);*
* *Duplicate management;*
* *Record types;*
* *Page layouts to streamline data entry;*
* *Build reports that monitor data entry.*

*SIMULATION   
Describe the best way to manage Lockout Periods for maintenance?*

* *Create a profile that restricts the login hours for all users out during the maintenance session.*
* *Then use Data Loader to switch everyone back when done.*

11º) How do admins enable users to view tags? Select all that apply:

* A. Enable Private Tags
* B. Enable Public Tags
* C. Add Tags to page layouts
* **D. All of the above**

*Disponivel no Classic.*

*Explanation/Reference: Click Your Name | Setup | Customize | Tags| Tag Settings. Select Enable Personal Tags and Enable Public Tags to allow users to add personal and public tags to records. Deselect both options to disable tags. Specify which objects and page layouts should display tags in a lag section at the top of record detail pages. The tag section IS the only way that a user can add tags to a record. For example, if you only select account page layouts, users in your organization can only tag account records. Additionally, If you only select account page layouts for personal tags and not public tags, users can only tag account records with personal tags.*

### Available in: Salesforce Classic

*Q: What is the maximum number of Personal Tags I can have?  
A: A user is limited to a maximum of 500 unique tags, and 5,000 instances of tags applied to records. Across all users, an organization is limited to 5,000,000 instances of tags applied to records.  
  
  
Q: I am a System Administrator. Why can't I see other users' Personal Tags?  
A: Tags are private for every user. Even System Administrators cannot view other users' tags.  
  
Q: Can I import Personal Tags using Data Loader?  
A: Yes, see*[*Import Tags into Salesforce via the Data Loader*](https://help.salesforce.com/s/articleView?language=en_US&type=1&id=How-to-Import-Tags-into-Salesforce-using-the-Data-Loader)*for detailed instructions.*

12º)How many characters can a formula field contain? Select all that apply:

* A. 200
* B. 500
* C. 1000
* **D. 3900**

*Character limit—Formula fields can contain up to* ***3,900 characters****, including spaces, return characters, and comments. If your formula needs more characters, create separate formula fields and reference them in another formula field. You can’t use*

* *long text area,*
* *encrypted,*
* *or Description fields in formulas.*

*You can’t delete fields referenced in formulas. Remove the field from the formula before deleting it.*

13º) 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

*To download your org’s complete setup history for the past 180 days, click****Download****. After 180 days, setup entity records are deleted. The history shows the 20 most recent setup changes made to your org.*

*14º)* How many fields can you track per object using Field History Tracking?

* A. 5
* **B. 20**
* C. 50
* D. Unlimited
* E. None of the above

*Salesforce starts tracking field history from the date and time that you enable it on a field. Changes made before this date and time aren’t included and didn’t create an entry in the History related list. Changes to fields with more than 255 characters are tracked as* ***edited****, and their old and new values aren’t recorded.*

# *DELEGATE ADMINISTRATIVE*

# *Delegated administrators can:*

* *Create and edit users in specified roles and all subordinate roles. User editing tasks include resetting passwords, setting quotas, creating default opportunity teams, and creating personal groups for those users.*
* *Unlock users.*
* *Assign users to specified profiles.*
* *Assign or remove permission sets for users in their delegated groups.*
* *Create public groups and manage membership in specified public groups.*
* *Log in as a user who has granted login access to the administrator.*
* *Manage custom objects and customize nearly every aspect of a custom object. However, a delegated admin can’t create or modify relationships on the object or set org-wide sharing defaults.*
* *Administer users across all delegated groups to which the delegated admin is assigned. For example, Sam Smith is specified as a delegated administrator in two delegated groups, Group A and Group B. Sam can assign a permission set or public group from Group A to users in Group B.*

# *NOTE - When delegating administration, keep the following in mind. Delegated Administrators:*

* *Can’t assign profiles or permission sets with the “Modify All Data” permission;*
* *Don’t see the None Specified option when selecting a role for new users;*
* *Need access to custom objects to access the merge fields on those objects from formulas*
* *Can’t modify permission sets;*
* *Must be assigned the "Manage Roles" permission to change the role of portal account owners.*