

## **Salesforce Admin Assessment Paper:**

### **Part A: Multiple Choice Questions (15 Questions)**

*Select the single best answer for each question.*

**1. A user has "Create" permission on Accounts, but Field Level Security denies them access to the required "Account Name" field. What happens when this user tries to create a new Account record?** A) The record is created with a blank Name. B) The creation fails because a required field is missing. C) The system auto-populates the Name field. D) The user is prompted to provide a Name despite the FLS setting.

**2. In a scenario where an Account has a Private OWD and a user has "Read" access through a sharing rule, what is the user's effective access level if they are then added to the Account Team with "Edit" access?** A) The user gets Edit access through the Account Team membership. B) The sharing rule's Read access overrides the Account Team access. C) The user retains only Read access from the sharing rule. D) Access is determined by the user's position in the role hierarchy.

**3. In a permission set group, how are object permissions from different permission sets combined for an assigned user?** A) The most restrictive object permission across all permission sets is applied. B) Object permissions in the permission sets are additive; the least restrictive permission is granted. C) The permission set group has its own object permissions that override the sets within it. D) Object permissions require explicit CRUD assignment for each operation within the group.

**4. The legal team needs read-only access to all Opportunity records but should not see financial details like "Amount" or "Discount". How should you configure this access?** A) Create a Profile with read access to Opportunities and hide financial fields using Field-Level Security. B) Use a Permission Set to grant Opportunity access and remove financial field permissions. C) Manually share all Opportunity records with the Legal team members. D) Both A and B are valid ways to achieve this.

**5. Customer service wants to automatically escalate Cases to a supervisor queue if they remain unresolved for more than 2 business days. The escalation should only happen during defined business hours. How should this be implemented?** A) Time-based Workflow Rule with an escalation action. B) Process Builder with scheduled actions. C) Escalation Rules. D) A scheduled Flow.

**6. A purchase request over \$10,000 needs approval from the direct manager, then the department head, and finally the finance team. If the amount exceeds \$50,000, CEO approval is also required. How should you configure this approval process?** A) Create a single approval process with multiple steps and use entry criteria for the CEO step. B) Create separate approval processes for different amount ranges. C) Use Process Builder to route the approvals. D) Create multiple Workflow Rules for each approval level.

**7. In a scheduled flow, if a record update fails for one record in a batch (interview), what happens to the other records in the same batch?** A) The entire batch is rolled back, and no records are updated. B) Only the failed record's transaction is rolled back; other records in the batch are processed and committed. C) The entire scheduled flow run is

terminated immediately. D) The failed record is automatically retried after the other interviews complete.

**8. Which statement about queue ownership is INCORRECT?** A) Queues can own records for objects like Cases, Leads, and Custom Objects. B) Queue members must manually take ownership of records to work on them. C) When a record is assigned to a queue, an email can be sent to all queue members. D) Queue members automatically inherit full Read/Write access to all records owned by the queue.

**9. When implementing assignment rules in a high-volume environment, which factor most significantly impacts performance?** A) The number of criteria in each assignment rule entry. B) The order of the assignment rule entries. C) The use of formula fields in the assignment rule criteria. D) Assigning records to queues versus individual users.

**10. What is a critical limitation when using Web-to-Lead with person accounts enabled?** A) Assignment rules do not work with person accounts generated from Web-to-Lead. B) Leads cannot be converted to person accounts. C) Web-to-Lead forms cannot be used to create person accounts directly. D) Person account fields are not supported on the Web-to-Lead form.

**11. Which of the following metadata components CANNOT be deployed using a change set?** A) Custom Report Types B) Territory Management Rules C) Approval Processes D) Custom Metadata Type Records

**12. Which statement about fuzzy matching in duplicate management is INCORRECT?** A) Fuzzy matching can be applied to standard text and email fields. B) Fuzzy matching algorithms can be customized for each field. C) Fuzzy matching works correctly with fields that use Platform Encryption. D) Fuzzy matching uses different algorithms for names versus other text fields.

**13. Which statement about the standard price book is TRUE?** A) The standard price book can be deleted if no products are using it. B) A product must have an active entry in the standard price book before it can be added to any custom price book. C) The standard price book can be deactivated for specific user profiles. D) An organization can have multiple standard price books for different currencies.

**14. A company uses Territory Management for opportunity assignment. What happens if a territory is deleted while opportunities are still assigned to it?** A) The opportunities are automatically reassigned to the parent territory. B) The opportunities become unassigned and require manual reassignment. C) The system prevents the deletion of the territory until all opportunities are reassigned. D) The ownership of the opportunities transfers to the territory's former manager.

**15. To solve a requirement, you need to provide different fields and page sections for different types of contracts (e.g., "Service Agreement", "Non-Disclosure Agreement"). What is the most appropriate feature to use?** A) Field Dependencies with controlling picklists. B) Record Types with different Page Layout assignments. C) Dynamic Forms with component visibility rules. D) Validation Rules to hide irrelevant fields.

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## Part B: Theoretical & Fill-in-the-Blank Questions (10 Questions)

*Provide a clear and concise answer for each question.*

**16.** What is the maximum number of fields that can have history tracking enabled on a single object? **Answer:** \_\_\_\_\_

**17.** Briefly explain the concept of '**data skew**' in Salesforce and list two potential performance issues it can cause. **Answer:**

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**18.** What happens to a junction object record when one of its master records in a Master-Detail relationship is deleted? **Answer:**

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**19.** In Salesforce's order of execution, do Validation Rules run before or after Assignment Rules? **Answer:** \_\_\_\_\_

**20.** Explain when a validation rule using the `ISCHANGED()` function evaluates in relation to a Workflow Rule that updates the same field. **Answer:**

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**21.** Describe what happens when a user with 'Create' permission but without 'Read' permission on an object creates a new record. **Answer:**

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**22.** What is the maximum number of DML statements that can be executed in a single transaction, a limit which can be hit by complex Flows? **Answer:** \_\_\_\_\_

**23.** What is a key limitation of custom metadata types regarding relationships between records of the same or different custom metadata types? **Answer:** \_\_\_\_\_

**24.** What is the maximum number of Web-to-Lead submissions that can be processed per 24-hour period in most Salesforce editions? **Answer:** \_\_\_\_\_

**25.** What happens to a Master record when a user attempts to delete it if it has more than 10,000 child records in a Master-Detail relationship? **Answer:**

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## Answers:

Question Number	Answer
1	B
2	A
3	B
4	D (Both A and B are valid and achieve the same result)
5	C
6	A
7	B
8	D
9	C
10	C
11	B
12	C
13	B
14	C
15	B
16	20
17	Data skew occurs when one parent record has a very large number of child records (e.g., >10,000). Issues: 1. Record locking/lock contention during updates. 2. Slow query performance and report timeouts.
18	The junction object record is automatically deleted (cascade delete).
19	Before.
20	The validation rule evaluates BEFORE the workflow rule runs. Therefore, it evaluates based on the value before the field update occurs.
21	The record is created successfully, but the user cannot view the record they just created afterward.
22	150
23	Custom metadata records cannot have relationship fields (lookup) that reference other custom metadata records.
24	500
25	The deletion fails due to governor limits designed to prevent long-running transactions and performance degradation.