***Note: Repeated questions reflect the importance and frequency of occurrence in the ADM examination. Options made bold denote the correct answers.**

Q1. What all scheduled type for Product?

a. Forecast
b. **Quantity**
c. Production
d. Revenue

Q2. A marketing Team wants to assign a lead to different regions public group.

How they will handle it?

a. Form a lead queue and with the help of assignment rules assign that lead to different regional queue.
b. —
c. —
d. ---

Q3. Sales manager has visibility to all stages of the of the sales process , there are 2 reps under him who have accessesibility only to some but different stages,How can a admin confuiger this?

(Choose 2.)

a. Create 2 record types and assign it to specific profile
a. Create 2 sales process & assign it to two different record types
b. --
c. --

Q4. What is applicable to data Export:-

a. Formula field
b. attachment
c. **recurring schedule**
d. subset of records

Q5.what is applicable while building report type? (Choice 3)

a. **Objects to be shown.**
b. **Default Columns for reports.**
c. **Fields to be displayed on report.**
d. Report Type i.e. Summary, Matrix .Tabular.

Q6. How the sysadmin will add a chatter free user to the chatter? (Choose 3)

a. **Invite users which do not have sfdc licence**
b. Existing sfdc users to be added to chatter free
c. Add users into sales force organization and then give chatter free licence.
d. Ability to add users who are outside domain with chatter free licence.

Q7. OWD of the org is Read/Write. And now marketing managers wants to allow sales users to see some accounts and not all. How can we achieve this? choose1

a. Give Sharing to sales user public group.
b.Make OWD Private and then use sharing rules to allow sales users public group to see those accounts.
c. —
d.---

Q8.question on 'Solution Category'....not exactly remember (choose 2)

a. Used for Customer Portal and self-service portal
b. To subcategorise the solution based on solution category.
c. –
d. --

Q9.what is possible for Task? (Choose 2)

a. **Validation rules for task.**
b. **Record Types for task.**
c. Roll-Up Field On Task
d. --

Q10. What needs to be done in so that a field becomes unavailable for for the user at list views, search, reports & page layout ? (Choose 1)

a. **make it hidden using fls**
b. remove it from the pagelayout
c. Profile
d. —

Q11. What is true about public groups? Choose 2

a. members of public group can delete personal account
b. public groups are useful in manual sharing
c. —

d.--

Q12. Who can be a approver for an approval process (choose 1)

a. delegated user
b.
c.

Q14. When can approver approve a record? (Choose 1)

a. Must get an email notification
b. must have at least read permission on the object
c. --
d. --

Q13.What can we enable thru UI settings?(choose 3)

a. Enable hover settings
b. Enable enhanced list view settings
c. Enable spell check
d. Enable customizable search

Q14.Suggested solution is available for (choose 2)

e. Cases
f. Self Service portal
g. Partner Portal User
h. Dont remember the 4th option

2. An account has industry specific field on account object. VP of sales wants to display the same updated value on opportunity, whenever the field gets updated on account page. What is the best way to do it?
   a. Workflow rule
   b. Roll up summary
   c. Cross object formula field
   d. Cross object formula field on opportunity

3. An administrator has access to which of the following in case of reports(Choose 2)
   a. Reports folder

   b. Access to other user's personal folders
   c. Access to other user's reports data

4. What is the capabilities of running user?(choose 2)
   a. Running user will be the owner of dashboard
   b. Data access will be the data from running user's report
   c. Level of accessibility will be the one of running user

5. Once the opportunity is closed, sales rep will not be allowed to update the record?
   a. Validation rule
   b. Workflow task
   c. Cross object formula
6. What all can be done with task?(Choose 2)
   a. Notify the people for event.
   b. Assign to other people
   c. Assign to multiple user in case of recurring task
7. When a lead is converted who all be notified?(Choose 2)
   a. Lead Queue
   b. Sales Team
8. When a lead is capture what is the criteria for putting leads to different people?
   a. Assignment rules
   b. Formula field
   c. Workflow rule
9. What all can be done with data loader

10. What can be used to prevent duplication of record
   a. Import Wizard
   b. Data Loader

11. What is true for Mobile lite application?(Choose 2)
   a. Enable for partner portal user
   b. Enable for Customer
   c. Need to enable by administrator
12. Which one of the following is used as the basis for exchange rate conversions for all currencies org wide?

   a. Locale Currency
   b. Corporate Currency
   c. …
   d. …

13. When does a workflow rule get evaluated?

    a. Before Apex Triggers
    b. After Validation Rules
    c. After Assignment Rules
    d. 4.

2. Which of the following objects can be updated upon Lead conversion - Choose 2
    a. Existing custom object
    b. Existing Account
    c. Exsiting Contact
    d. Existing Oppty
3. What is the capability of Files on Chatter(Choose 3)
    a. Sharing files using the Chatter Groups
    b.
4. If Oppty passes a threshold value an alert to be sent to the user & list of open oppties even if there close date is passed - (Choose 2)
    a. Big Deal Alert
    b. Opportunity Update Reminders
5. What should the SysAdmin consider to set running user for the Dashboard
    a. Running user will be the default owner of the dashboard
    b. **Data access will be available on running user permission**
6. An org outsources 1st tier support to partner portal, wants to identify the individuals who works to solve a case – choose 1
    a. Case Team
    b. Case Queue
7. User Login hours are set from 8 to 5 pm what happens at 5:01 pm?
    a. User logs out automatically with the changes saved
    b. User logs out automatically without the changes saved
    c. User will get a popup for continuing the session
    d. User can continue working and create new sessions
8. List view filter criteria – Choose 2
    a. And , OR and NOT
    b. Record Ownership
9. Oppty reports show too many records and is time consuming, what should be done ?
    a. Show Button on the report builder for filtering the records
    b. Put each user's reports in his own folder
10. No of Open Oppties on Account
    a. Custom formula
    b. Rollup Summary field
11. What is the capability of content deliveries (Option were different other than the 2 above)

a. We can check how many downloads for the content
b. We can share it to the outside world

12. Salesforce for outlook configuration – what are the actions that the sysadmin should do
    a. Sync directions and Conflict resolution
    b. Add user to the outlook configurations
    c. Running sync op for each user for the first time

13. Which permission is required for install/uninstall Appexchange packages
    a. Download package
    b. Upload package
    c. Manage Packages
14. If a custom filed is deleted it will automatically – choose 2
    a. Delete the field history tracking
    b. Field will be removed from the page layout
    c. Field will be removed from workflow rules
    d. History values will be shown in Setup audit trail
15. How will an oppty be associated with a campaign – Choose 2
    a. Primary Campaign Source
    b. Campaign Influence
    c. Campaign Hierarchy
    d. Campaign History
16. Sales management is capturing discount percentage directly on the oppty record but wants to capture Discounted Amount in the Pipeline reports
    a. Custom Formula Field
17. Amy and Bob are two sales reps in the same role but in diff public groups. What should be done for Amy to access only Bob's Accounts if the account model is Private
    a. Default Account Team
    b. Put Amy up in the role hierarchy than Bob
    c. Create a sharing rule in both public groups
18. Where to access Salesforce Knowledge
    a. Documents
    b. Chatter Knowledge Tab
    c. Customer & Partner Portals
    d. Case Related List
19. Sales Process with Record Type – High wealth accounts and Retired accounts – Two teams, High wealth is to visible High Wealth Team only and Retirement is to be read only for ALL Sales users.
    a. Set OWD on Accounts to be private and create sharing rules for the Retirement accounts

    b. Set OWD on Accounts to be read only and create sharing rules for the Retirement accounts
    c. Create another record type and page layout for
20. What is true about formula fields
    a. Can refer themselves
    b. Can refer to parent fields
    c. Can refer to child fields
21. What can a Sysadmin configure for Ideas and Answers?
    a. Sharing rule
    b. Categories
    c. Status
    d. Workflows
22. What can a Sysadmin do for customizing partner portal without affecting sfdc internal user
    a. Tab fonts and colors
    b. Custom Tab names
    c. Std object tab names
    d. Page layout
23. Oppties to be reported based on Stage and Region: which chart to be used ?
    a. Bar
    b. Donut
    c. Funnel
    d. Gauge
24. Sysadmin imported wrong records, how to delete them?
    a. Data Loader
    b. Import wizard
    c. Mass Delete
    d. SFDC rollback

25. How the sysadmin will add a chatter free user to the chatter? (Choose 3)(options were different other than a.)
    a. Invite users which do nt have sfdc licence
    b. Exsisting sfdc users to be added to chatter free
26. How a active user to be removed from salesforce
    a. Deactive the user and keep his inactive record
    b. Overwrite the user record with new user information
    c. Deactive the user and in 30 days he will be automatically deleted

27. Enhanced List views can achieve which of the following (options were different other than New record)
    a. New Record in list views

b. **Mutliple records editing in list views**
c. Inline picklist editing

28. OWD for object is read/write, what should the sysadmin do to restrict further
    a. Sharing rules
    b. **Profiles**
    c. Page layout
    d. FLS