**Salesforce.com ADM 211 Certification Test 1**

**Name : Date: 17th Dec, 2012.**

**Employee ID** :

**Topics Covered : Force.com platform, Workflow and Approval Process, OWD and Sharing Rules, Rules, Customizable Forecasting, Territory Management, Sandbox, DataLoader.**

1. When setting up a validation rule, you must write the error condition formula and the \_\_\_\_\_\_\_ ?

A. Help text

B. Title

C. Description

D. Error message

2. What is true about Sandbox ?

A. Configurations can be pushed from Sandbox to production.

B. Configurations can be pushed from Developer to production.

C. Multiple sandbox can be accessed by administrators

D. Single sandbox can be accessed by administrator.

3. Which of the following statements are true about Master/Detail relationship in custom objects?

***Select 2***

A. Sharing is inherited from parent.

B. Only child fields are available for reporting.

C. Lookup field on child is required.

D. Child needs to be manually deleted when parent is deleted.

4. The organization-wide default is set to private. Phil Smith, the owner of the ABC Labs account, is a US Sales Rep reporting to the US Sales Director. The users in the US Sales Rep role can edit ALL opportunities associated with the accounts they own. Tim, an EMEA Sales Rep, owns an opportunity associated with the ABC Labs account (click the image on the bottom to enlarge it):

Label: US Sales Rep

Role Name: USSalesRep

This role reports to: US Sales Director

Role Name as displayed on reports: US Sales Rep

Opportunity Access:

° Users in this role cannot access opportunities that they do not own that are associated with accounts that they do not own

° Users in this role can **view** all opportunities associated with accounts that they own, regardless of who owns the opportunities

• Users in this role can **edit** all opportunities associated with accounts that they own, regardless of who owns the opportunities

Identify the correct role access.

***Choose 2***

A. Phil can VIEW but cannot EDIT Tim's ABC Labs

B. Phil can VIEW and EDIT Tim's ABC Labs opportunity

C. Tim can VIEW and EDIT Phil's account

D. Tim cannot VIEW or EDIT Phil's account

E. Tim can VIEW but cannot EDIT Phil's account

5. In Salesforce Territory Management, a territory hierarchy is different from a role hierarchy in that it…

A. grants login access to all users in a territory.

B. supports assigning users to multiple territories.

C. automatically assigns users to sales teams in the territory.

D. gives users in a territory full edit access to all accounts in that territory.

6. The organization-wide default is set to private and all object permissions are enabled.

Scenario: Organization-Wide Defaults: Private, Standard Object Permissions: Enabled

CEO, President, CFO, VP Sales

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_|\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

| | |

Director of W. Sales Director of E. Sales Directory of Int'l Sales

| | |

CA Sales Rep NY Sales Rep Asian Sales Rep

OR Sales Rep MA Sales Rep European Sales Rep

Can the East Sales Director role VIEW data owned by the West Sales Director role?

A. Yes

B. No

7. All of the following may be used when updating a record using the AppExchange Data Loader

EXCEPT:

A. External Id

B. Parent External Id

C. Record Id

D. Record Number

8. In a multi-step approval process, when do you decide the decision criteria and approval assignment?

A. Creating initial submission actions

B. Deciding step definition

C. Setting final approval actions

D. Defining recall actions

9. Once you have made changes and run a report, what's the first thing you should do?

A. Customize it

B. Save it

C. Share it

D. Create a folder for it

10. What do you need to specify when you schedule a report?

A. You need user with Marketing Profile to “Schedule Reports”

B. You need user permission to “Schedule Reports”

C. You need user to have a Manager Role

D. Click Run Report and choose Schedule Future Runs... from the drop-down button.

11. CRT allows you to remove fields from the report builder and choose which fields should be selected by default.

A. True

B. False

12. Identify the statement that correctly defines Data Validation

A. Data Validation ensures the integrity of data before it is saved in Salesforce

B. Data Validation ensures the integrity of data when data is imported in Salesforce

C. Data Validation ensures the integrity of data when data is exported from Salesforce

D. Data Validation ensures the integrity of data after it is saved in Salesforce

13. When creating a report based on a Report Type that is a custom object, what happens if you later delete the custom object?

A. The report type remains

B. The report type is deleted

C. The report type and all related reports are deleted

D.The report type is deleted but all existing reports remain

14. What are data validation rules executed on?

A. Record

B. Page Layout

C. Field

D. Object

15. Which URL can be used for accessing a sandbox?

A. https://na1.salesforce.com

B. https://test.salesforce.com

C. https://test.salesforce.com/sandbox/name

D. https://developer.force.com

16. Identify the true statements about workflow approval process.

***Select 3***

A. When a record is submitted for approval, the Administrator can edit the record

D. You can forward an email approval request to another email address

B. The approver’s delegate can also approve a request

C. Approvers can view an approval request from their homepage

E. Approvers can only access an approval page from the application

17. Which Import functionality of SalesForce.com should be used if one needs to import the 30000

cases in SalesForce.com?

A. Import Wizard

B. Data Loader

C. Any one of A or B

D. None of A or B

18. You can use Sharing Rules to grant wider access to data. You cannot restrict access below your

OWD levels.

A. True

B. False

19. When are workflow rules evaluated?

A. Before a record is created

B. After a record is created

C. When a record is cloned

D. When a record is created or updated

20. Data Cleansing is the process of:

A. Transferring data from one repository to another.

B. Creating format consistency and removing bad data.

C. Identifying and merging duplicate records.

D. Improving existing data by linking additional data sources.

21. Which function works only in validation rules?

A. CASE

B. VLOOKUP

C. IF

D. ISNEW

22. What is Force.com Platform? Choose three.

A. Customize, integrate and create enterprise applications as a service and without software.

B. Point-and-click customization tool

C. Customize standard applications provided by Salesforce.com or build their own ondemand

applications

D. Modify the applications to meet your needs – (No- Coding)

E. Group standard and custom tabs into new custom applications

23. Which features are disabled in a sandbox?  
***Select 3***

A. Ability to create Visualforce pages

D. Ability to test Google AdWords

B. Opportunity reminders

C. Case escalation

24. Identify the features of a workflow rule.  
***Select 2***

A. It triggers an action when a record meets the criteria for the rule

B. It is evaluated before the rule is created

C. It can be triggered on import of data

D. It can trigger only immediate actions

25. If custom fiscal years are enabled then you cannot use standard forecasting?

A. True

B. False

26. What are the two main parts of workflow?

A. Actions and Time Triggers

B. Email Alerts and Field Updates

C. Rules and Tasks

D. Rules and Actions

27. What is the name of the Dashboard folder created on installing Adoption Dashboard from AppExchange?

1. Adoption Dashboards – AppExchange
2. AppExchange – Dashboard Adoption.
3. AppExchange Dashboard – Adoption.
4. Dashboard – AppExchange Adoption.

28. When are validation rules applied?

A. When a user saves a record

B. When a user exports a record

C. When a user reports on a record

D. When a user views a record

29. The \_\_\_\_\_\_\_ operation uses a SOQL string to export a set of records from Saleforce.

A. Extract

B. Upsert

C. Update

D. Insert

30. What is the benefit of a Force.com sandbox?

A. It allows for development, testing, and training

B. It builds new application functionality

C. It allows to create or change buttons, and dynamically route approvals

D. it extends Saleforce functionality

31. What can be reviewed using the process visualizer?

A. Sales Processes

B. Approval Processes

C. Support Processes

D. Workflow Rules

32. What is the refresh interval for full sandboxes?

A. 1 day

B. 29 days

C. 1 month

D. 1 week

33. Which statement is true about business process?

***Choose 2***

A. Each business process is associated with one or more record types

B. For opportunity objects, record types are created before business processes

C. Record types implement basic business processes through page layouts

D. Each record is associated with one or more business process

E. Record types help track sales lifecycles across divisions, groups, or markets

34. Universal Containers wants to have one sandbox for testing and three sandboxes for development. The company does not have high volume of data. Which option should the company choose based on the type of sandboxes available and its needs?

A. A full sandbox for testing, and one full sandbox and two configuration-only sandbox for developers

B. A developer sandbox for testing and three full sandboxes for developers

C. A full sandbox for testing and three developer sandboxes

35. Time-Dependent workflow can be used when a workflow rule is set to evaluate 'Every time a record is created or updated.'

A. True

B. False

36. Force.com is multi-tenant. What does this statement mean?

A. Applications share hardware, storage, and other infrastructure

B. Applications can be deployed at multiple locations

C. Applications from different organization get their technology architecture

D. Requires expensive infrastructure but allows resource sharing

37. Select the actions that can be associated with a workflow rule?  
***Select 4***

A. Send an email

B. Create a record

C. Update a field

D. Send an outbound message

E. Create a task

F. Send an inbound message

38. The only way to test whether a time-depended workflow rule is executing as expected is to wait.

A. True

B. False

39 .What are the two keys to setting up Territory Management?

A . Must have Customizable Forecasting enabled.

B. Must have Sharing rule.

C. Is dependent on custom formula field.

D. Can be done in Sandbox.

40. Custom formula field can be referenced to:

A. Only parent record.

B. Both Parent Object and Grandparent record.

C. Only Grandparent record.

D. None of the above.

41. If territory management is enabled, what will be the effects of Role Hierarchy in Forecasts

1. Role Hierarchy is dependent on territory management.

2. NO effect.

3. Role Hierarchy drives territory management.

4. User must set up sharing rule and role hierarchy to drive territory management.

42. What can Adoption Dashboard display?

a. Login info and Call activity dashboard.

b. Opportunity Pipeline reports and dashboards.

c. Call Activity and Data Quality dashboards.

d. Campaign dashboards.

43. What is the sequence of Workflow action ?

a. Email, Task, Field Update, Outbound Message.

b. Field Update, Outbound Message, Task, Email.

c. Field Update, Task, Email, Outbound Message.

d. Task, Field Update, Email, Outbound Message.

44. What triggers the Big Deal alert? Select all that apply:

a. Opportunity Amount

b. Closing Date

c. Sales process stage

d. Probability Threshold

45.. If a new validation rule is created and there is data already stored that violates the rule, when will Salesforce catch the problem?

a. Immediately

b. When the record is first viewed

c. When the record is edited

d. When the record is edited, then saved

e. The record is not affected because it was created before the creation of the validation rule.

f. None of the above

46. If you implement Territory Management, your role hierarchy will be copied to your Territory structure.

a. True

b. False

47. What is true about territory management?

a. It does not support Sharing Model.

b. It supports existing Sharing Model.

c. When territory management is activated, Sharing rule gets disabled.

d. None of the above.

48. What system admin should not do while setting up the Login hours for any profile?

a. Add the System admin to that profile.

b. The System Admin does not need Login Hours for any profile.

c. Do not add system admin to that profile

d. None of the above.

49. If using Customizable forecasting there is a separate forecast role hierarchy

A. True

B. False

50. What is Sharing Rule? Choose three.

A. Automated rules that grant access to groups of users

B. Exceptions to Org. wide Defaults

C. Rules given for group of user working closely on a project

D. Irrelevant for Public Read / Write Organizations

51. Which Salesforce editions support Sandbox? Choose two.

A. Unlimited

B. Professional

C. Contact Manager

D. Group

E. Developer

F. Enterprise

52. You must meet the following prerequisites before enabling territory management: Choose two.

A. Your organization must be using customizable forecasting

B. Follow the steps in the Deploying Territory Management Guide to prepare your

organization for territory management.

C. You must have the Marketing User Profile

D. You must have the Territory Manager Profile

53. How often can a developer sandbox be refreshed?

A. One in a week.

B. Once in a day.

C. Once in a month.

D. Never.

54. You can use standard reports when creating Dashboards

A. True

B. False

55. To make a field required, which of the following is used (Pick the best possible answer)

A. Page Layout

B. Field Level Security

C. Profile

D. Both Page Layout and Field Level Security

56. Which tool should be used to import more than 65000 accounts in SalesForce.com?

A. SFDC import wizard

B. Data loader

C. Salesforce.com UI.

D. Accounts cannot be imported into Salesforce.

57. Which of the following is not a mandatory field while creating a user record?

A. Profile

B. Role

C. Alias

D. Community Nickname

58. What happens to the record you specify as the loser during a merge?

a. The record will go to the recycle bin for 30 days.

b. The record will be immediately deleted

c. The record will be stored in a hidden object called "merge data"

d. The record will go to the recycle bin for 15 days.

59. DataLoader has got the following functionalities :

a. Create.

b. Insert.

c. Update.

d. Upsert

e. Delete

f. Undelete

g. Query

h. Retrieve

i. Export.

60. All of the following actions may take place on a Workflow Rule EXCEPT:

A. Outbound API message

B. Update Field

C. Create a Task

D. Create an Event