**Q1: What are the mandatory fields required to create User?**
Ans: LastName, Email, UserName, User License and Profile.

**Q2: What is Profile?**
Ans: a. Which applications user can access.
b. Which objects user can access.
c. Field level permissions.
d. Tab permissions
e. Record Type permissions
f. Administrative permissions
g. User level permissions etc.,

**Q3: What is permission Set?**
Ans: Used to provide extra permissions to users in addition to profile permissions.

**Q4: There are group of users assigned with one profile. New custom object is implemented in the org and user in that group is required read access to this object. How an admin could implement this?**
Ans: Using Permission Set.

**Q5: All users in the org are able to see the salesforce tabs, setup menu and help pages in english language. Some of these users would like to see the org in different language. They would like to set their own language irrespective of company setting. How to do this?**
Ans: My Settings (below your name at the top) | Personal | Language & Time Zone

**Q6: How to make users to enter only defined values for a field?**
Ans: Create picklist and enable the check box 'Restrict picklist to the values defined in the value ' in field edit page.

**Q7: Which field types can be controlling field?**
Ans: Picklist & Checkbox of both standard and custom

**Q8: Which field types can be dependent field?**
Ans: Picklist & MultiPicklist of Custom type

**Q9: Where to see the field details of a standard object in the Org?**
Ans:
**Classic:**
Setup
| - Build
| - Create
| -- Objects (choose the required object)
**Lightning**:
Setup
| - Object and Fields
| ---- Object Manager

**Q10: Can I delete a standard field or Object?**
Ans: No, not possible

**Q11: What are the possibilities to customize the standard Objects?**
Ans: Rename the Label and tab name.

**Q12: What are the possibilities to customize the standard Fields?**
Ans: i. Rename the labels
ii. Add help text
iii. Add picklist values

**Q13: List out the field types of custom Object?**

**Numeric Field Data Types**

- Number
- Currency
- Percent

**Calendar Data Types**

- Date
- Date/Time

**Limited Option Data Types**

- Checkbox
- Picklist
- Picklist (Multi-Select)

**Formatted Text Data Types**

- Email
- Phone
- URL

**Text Data Types**

- Text
- Text Area
- Text Area (Long)
- Text Area (Rich)
- Encrypted

**Calculation Data Types**

- Auto-Number
  - Select the display format
  - Increment by 1
- Formula
  - Perform calculations on a record
  - Can span across objects
- Roll-Up Summary
  - Created on a master
  - Allow calculations on details

**Q14: What is auto number type?**
Ans: It is a read only field.
It generated automatically in sequence in the defined format.

**Q15. What is record name field?**
Ans: It is a standard field of Text or Auto no
It is a required if it is text type
It is a read only if it is in autono
When user clicks on this field, it redirects to detail page of the record.

**Q16: How to restrict a custom text field to accept duplicate value?**
Ans: Enable the attribute 'Unique' in field edit page.

**Q17: How many ways to make a field to be required declaratively?**
Ans: i. Enable required option in field edit page
ii. Enable required option in page layout
iii. Validation rules

**Q18: How to restrict user not to enter values other than defined in the picklist?**
Ans: Enable the check box 'Restrict picklist to the values defined in the value ' in field edit page of picklist type.

**Q19: How to restrict a field to be read by users assigned with one profile?**
Ans: Mark the field as 'Read Only' in Field Level Security section of particular in the profile.

**Q20: There is a field marked as read only in field level security. Can we make this field a required one in page layout?**
Ans: No.

**Q21: How to rename the standard fields of standard object?**
Ans: Cannot be possible.

**Q22: Is it possible to change the field type from Lookup to master-detail if child object had some records?**
Ans: i. Make sure all the child records has parent value.
ii. Then convert the lookup to master.
Project__c
Name
P1
P2
Employee__c (CHild)

| Name | ProjectName |
|---|---|
| A | P1 |
| B | P2 |
| C | |
| D | |

In above example, records in employee object that are not having parent value must be populated with project value before converting the field type from lookup to master-detail.

**Q23: How many object relationships are available?**
Ans:
1. Lookup
2. Master-Detail
3. Many to Many
4. Hierarchical
5. External Lookup
6. Indirect Lookup

**Q24: Difference between Lookup and Master-details?**
Ans:

| | **Lookup** | **Master-Detail** |
|---|---|---|
| 1. Relationship | Optional | Mandatory |
| 2. Rollup | not possible | Possible |
| 3. Cascade delete | not possible | Possible |
| 4. Child levels | Many | 3 |
| 5. Number of relationship | 40 | 2 |
| 6. OWD | need to be set both for parent and child | Child is always controlled by parent |

**Q25: What are view all and modify all permission in profile?**
View All and Modify All are the administrative permissions for object.
View All: User can read object records irrespective of restrictions in FLS and sharing settings.
Modify All: User can read object records irrespective of sharing settings.

**Q26: How to delete a user from the org?**
Ans: we cannot delete. We can only deactivate the user.

**Q27: Is it possible to change the user from Salesforce license to chatter free?**
Ans: Not possible.

**Q28: How to allow a list view to be accessible only for certain group of users?**

Ans: Enable access to required public group under the section "Step 4. Restrict Visibility" in respective list view.

**Q29: How many roll-up summary fields can be created for a master object?**
Ans: 40

**Q30: Is it possible to restrict only one particular users to see the parent records in look up dialog box?**
Ans: Using lookup filter in edit page of relationship field and set the filter based on User: Profile.

**Q31: There are two objects in look up relationships. I delete a parent record that has some child records also. What will happen to the child record in this case?**
Ans: Child will exist without parent value.

**Q32: What is hierarchical relationship type and what is the scenario to use this?**
Ans: This relationship field can only be created in user object to relate one user record with another one. Example: Relate a user as manager to another user.

**Q33: I have object A, B, C and D. I need to set up master detail relationship in the below levels as A --> B --> C --> D where A is master to B and B is master to C and so on. Is it possible?**
Ans: Yes it is possible. There are 3 detail levels maximum is possible in Master-Detail.
A --> B --> C --> D

**Q34: How to create many to many relationship?**
Ans:
Step1: Create a custom object (called Junction Object)
Step2: Create a MD type field in JO and relate to one master (primary).
Create a MD type field in JO and relate to another object (secondary).
ObjectA <-------- JO ---------> ObjectB
MD1 to ObjectA
MD2 to ObjectB

**Q35: I need to delete the child records automatically when I deleted the parent record. How is this possible?**
Ans: THe objects must be in master-detail relationship.

**Q36: a. There are two custom objects are related by master-detail relationship. I would like to provide read & edit access to a user only for master object. Is there any possibility to implement this?**
Ans: It is Possible.

**b. Can we provide users only edit access to detail object.**
Ans: It is not possible. User must have at least read access to master object to have an access on child.

**Q37: What is Fiscal Year and how does it impact in the org?**
Ans: it refers the company financial year.
it impacts reports, forecast.

**Q38: Capital Info has two different types of training courses. One is related to Information technology and other is non-IT. There is a picklist named courseName has the list of courses available for both IT and Non_IT. How to display the only the IT courses in the pagel ayout for the users belong to one profile and for other users, the non-IT courses should only be displayed?**
Ans: Using Record Type and one page layout.

**Q39: What is the important standard object available in the org for sales business?**
Ans: Campaign -> Lead -> Account -> Contact -> Opportunity -> Product

**Q40: What are the important standard objects exist for support business?**
Ans: Account -> Contact -> Case -> Solution

**Q41: What are the standard fields that created automatically when you create custom object?**
Ans: Record Name
Owner
CreatedBY
ModifiedBY

**Q42: What is the importance of OWNER field?**
Ans: Only owner can delete the record.
Only owner can share the record to other user.

**Q43: Is it possible to change the owner field?**
Ans: yes.

**Q44: What is Queue?**
Ans: It denotes group of users. This feature helps to share the work load.

**Q45: What is public group?**
Ans: Set of users to share the information. Consists of User, Public Group, Roles and Roles & Sub-ordinates. It is used in sharing rules, email notification etc.,.

**Q46: Where to access the Queue?**
Ans: In the list view of the objects under the tab.

**Q47: How to share the workload in salesforce Org?**
Ans: Using Queue

**Q48: Capital info would like to assign the salesforce Admin courses to group of trainers. So any trainer in that group could deliver the salesforce admin depending upon his/her schedule. How to implement this in salesforce org?**
Ans: Using Queue

**Q49: Admin would like to remove the read access to all users in the org to the salary information of employees in an object employee. There is a custom field 'Salary' is used to store the salary details. How to implement this?**
Ans: Uncheck Read Only and Visible under the section Field Level Security (FLS) in profile.

**Q50: Capital Info has marked a field 'Salary' as read only in pagelayout for employee object. There are some users sill able to see the salary values and able to edit the salary field. How this is possible?**
Ans: i. IN FLS, the field is editable and user enters the data using API.
ii. IN profile, the permission "modify all" might be enabled under **Object permission section**.

**Q51: Can we assign more than one permission set to user?.**
Ans: Yes

**Q52: SFDCMEET Corp is using salesforce to managing its sales activities. VP of sfdcmeet would to store the address of the place where the marketing events are conducted. There are more than one marketing events would be conducted in same place. How could an admin implement this?**

Ans: Create look up relationship between standard object Campaign and custom object Location where standard can be on child side.

**Q53: Is it possible to create master detail relationship standard and custom object?**
Ans: Yes, it is possible only if standard is on master side and custom object must be as child in this case.

**Q54: How to restrict users not to read employee records?**
Ans: Set the OWD for employee object as private.
Navigation in Classic:
Setup --> Administer --> Security Controls --> Sharing Settings --> OWD

**Q55: What is OWD?**
Ans: Organization Wide Default is a feature in salesforce lightning platform used to restrict the record level access. It specifies what type of access every user can have on each other's data.

**Q56: How to disable the role based access for the records of custom objects?**
Ans: Disable the checkbox 'Grant Access Using Hierarchy'.
Setup
| --> Administer
| --> Security Controls
| --> Sharing Settings
In OWD section, disable the checkbox under the column named 'Grant Access Using Hierarchy' for respective custom object.

**Q57: How to set the OWD access as 'Public Read Only' for the detail object (child object) in master-detail relationships?**
Ans: We cannot set OWD for detail object in master-detail relationship. It is always controller by parent. We cannot edit this.

**Q58: Is it possible to set the workflow to fire the action only for modified record but not for the new record?**
Ans: By including the formula NOT(ISNEW()) using formula type rule criteria.
Exmaple: AND(NOT(ISNEW()), FieldCondition)

**Q59: Difference between Workflow and Process Builder?**
Ans: a. Process builder can automate all the actions similar to workflow except the outbound message. But the outbound message in process can be implemented through apex code where the apex will call the external system.
b. Workflow is like a IF --> Condition.
Process is a multiple IF else condition.
c. One process can replace multiple workflows for the same object.
d. Process can update related object records
e. Process can create record into any objects related or not related to current object.

**Q60: Where to view the time dependent actions of process builder?**
Ans:
Setup
| --> Build
| --> Create
| --> Workflow & Approvals
| ---> Flows
| --> Paused and Waiting Interviews

**61. How many ways we can share a record?**
Ans:

Manual Sharing
Sharing Rules
Account Team Sharing
Opportunity Team Sharing
Case Team Sharing
Apex Sharing Rules

**62. What are the actions automated in process builder?**
Ans:
1. Record Create
2. Record Update
3. Email Alert
4. Submit the approval process
5. Post to chatter
6. Apex Code
7. Quick Action
8. Process
9. Flows

**63. Process builder cannot automate the outbound message like in workflow. True or False.**
Ans: True

**64. Where are the custom report types for standard objects available?**
Ans: From 'Other Reports' folder under reports tab.

**65. What are the types of report formats?**
Ans:
Tabular
Summary
Matrix
Joined

**66. We can add chart to tabular report. True / False**
Ans: False

**67. How many levels of grouping is possible in Matrix Report?**
Ans: 3 Levels for rows as well as column.

**68. What are the report formats schedulable for future run?**
Ans: Tabular
Summary
Matrix

**69. What are the steps to create report?**
Ans:
1. Choose report type
2. Customize using report builder
3. save and run the report to report folder.

**70. What is running user in report scheduling?**
Ans: Running user determines what other users can see.
Other users can see the data as per the permissions of running user.

**72. Why users can't be deleted from salesforce.com?**
Ans: Salesforce has many features that are managed under ownership and hence deleting an user would have huge impact on those features such as records, workflows, email notification Owd, sharing rules etc.,

**73. How many report types added in Joined Report?**
Ans: 5 report types

**74. What are the report formats can be used as source report in analytical snapshot?**
Ans: Tabular & Summary

**75. What are the steps to implement Analytical Snapshot?**
Ans:
1. Give the name of the Reporting Snapshot
2. Select the source report
3. Select the target object
4. Field Mapping between source and the target
5. Schedule the source report.

**76. What are the report formats available for adding charts?**
Ans:
1. Summary
2. Matrix

**77. Can you use sharing rules to restrict data access?**
Ans: No. Sharing rules are used to grant back access based on criteria or owners.

**78. Can you have a roll up summary field in case of Master-Detail relationship?**
Ans: Yes (maximum 40 rollup summary fields in one master is possible)

**79. How many active assignment rules can you have in a lead/ case?**
Ans:Total rules across objects is 2,000
(Applies to any combination of workflow, assignment, auto-response, and escalation rules,*active* and *inactive*.)

**80. Is it possible to create a process to update child record when the parent is updated?**
Ans: Yes it is possible.

**81. What are the different data types that are accepted by record name field?**
Ans: Text or AutoNo

**82. What happens to formula fields with return type as currency when multi-currency is enabled for an org?**
Ans: Custom formula fields are not tied to any particular currency. If the result of a formula field is a currency amount, it displays in the currency of the associated record. This rule is also true for cross-object formulas that reference merge fields with different currencies, and formulas in workflow rules and approval processes. However, workflow rules and approval processes that use filters instead of formulas convert all currency values to the corporate currency.

**83. A workflow already exists on object. Now user wants to add time dependent workflow action to it but not able to get an option to select time dependent action. What might be issue?**
Ans: Evaluation Criteria must be 2 (New and every time it is edited)

**84. Is it possible to create parallel approval process (ability for multiple users to Approve or reject a record)?**

Ans: yes it is possible.

**85. How to debug the errors if any issue comes in process builder?**
Ans:
1. Error will send email
2. Using Debug log

**86. What user permission is required to create edit and view process?**
Ans: Manage Flow AND View All Data

**87. In which object workflows are stored?**
Ans: Workflow objects are not accessible but the metadata are available as below

- WorkflowAlert
- WorkflowFieldUpdate
- WorkflowOutboundMessage
- WorkflowRule
- WorkflowTask

**88. Difference between Profiles And Permission Sets?**

Ans: Profile is a collections of permissions to be assigned to user. One profile must be assigned to user.

Permission Set is also a collection of permissions to be assigned additionally to user apart from profile permissions. More than one permission sets can be assigned to a user.

**89. What Is Page Layout And Record Types?**

Ans: **PageLayout**: It is a tool customizes the standard layout of salesforce objects.

It helps to arrange the fields, hide, make the field required/readonly, creating section, adding buttons etc.,

**Record Type:** It is used to display different values of the picklist for different users with respect to profile.

**90. There are two workflow rules on the same object say namely wf1 and wf2. If wf1 fires then a field will be updated on the same object, if the field updated and due to this wf2 criteria meets then what will happen, wf2 will fire or not?**

Ans: Wf2 will fire only if the checkbox "Re-evaluate Workflow Rules After Field Change" is enabled in the edit page of field update action in workflow wf1.

**91: What is Minipagelayout?**
Ans: It is a subset of pagelayout and hence this will have fields only if they are present in the page layout.
The required fields are included in minipagelayout by default and cannot be removed.
This will appear when mouse hover on record name field in side bar, detailed view, console record page etc.,

**92: Field access is removed from FLS in profile for a field. Is it possible to display the same field in pagelayout by enable required option?**
Ans: It is not possible.

**93. If the field is marked as required in edit page of a field, is it possible to remove the field from the pagelayout?**
Ans: No, it can not be removed.

**94. There are some records already existing in the object without value for the field. Now that field is marked as required in edit page of a field. WHat is the impact on the existing records.**
Ans: The validation will be happened only when the record is inserted or modified.

**95. How to enable administrator to login as other user without user id and password.**
Ans:
Approach 1: System Admin can follow the below step.
Setup
| - Administer
| - Security Controls
| - Login Access Policies
Enable the checkbox 'Administrators Can Log in as Any User'.
THis will bring an option 'Login' before every user record in list view of user.

Approach 2: Users can provide access to let admin to login into their org.
Below your name at the top of the page, click on My Settings.
Personal
| -- Grant Account Login Access
|- Your Company's Administrator
Choose the number of days, week, month or year to set the duration for the login access.

**96. How could an admin verify the failed login attempts for users?**
Ans: Setup --> Administer ---> Manage Users --> Login History
Can download the last six months of login history. Or, filter and show up to 20,000 records of login history for the last six months.

**97. The salesforce admin of SFDCMEET, Corp would like to delegate users Robert and David to perform few admin activities such as adding user for particular profile, customizing few custom objects. How this can be done?**
Ans:
Step 1:
Setup
| - Administer
| - Security Controls
| - Delegate Administration

Step 2:
Click new to add Delegated Group
1. Add Users who are going to perform the admin activities
2. Add Roles and Sub-ordinates on which the delegated users can edit the user page in this roles.
3. Add Profiles where delegated users can work.
4. Add Custom objects where delegated users can customize (except modifying the permission for this object in the profile).
5. Can also add public groups and permission set.

**98. The minimum level access is required on master object record is set as read/wrtie in edit page of relationship field in detail object. The owd for the master object is set as public read only. Can user able to edit the detail records.?**
Ans: User can not edit the detail record in this case. Reason the minimum access for master object in OWD is required is Public Read/Write. But here it is set as public read only.

**99. The OWD for a custom object is set as private. Admin would like to share read access to this custom object for particular record to a group of users. How to implement this?**
Ans: Manual Sharing.
Step 1: Go to detail page of the record.
Step 2: Click on "Sharing" button

Step 3: Select the user/public group/role/roles & sub-ordinates
Step 4: Set the access to be shared.

**100. What is Sharing Rules?**
Ans: THis is used to grant back access to users based on field criteria or ownership.

**101: What is public read only in OWD?**
Ans: a. Users can see each other’s data but cannot edit.
b. Owners, Admin, Users in a role can read/edit/delete the records owned by and shared with sub-ordinates.

**102: What is role hierarchy?**
Ans: a. Role is to control the record level access based on hierarchy that we set under role hierarchy feature.
b. Role is optional.

**103. SFDCMEET Corp has below role hierarchy.**

```
|-- Sales Eastern Manager
|
|-- Sales Western Manager
        |
        |-- Marketing Lead
        |
        |-- Sales Lead
              |
              |-- Western Agent
```

OWD for Account is Private.

**a. The company CEO would like to share the records owned by Marketing Lead with Sales Lead with read/write access. How to implement this?**
Ans:
Approach 1:
Using sharing rules based on ownership
Step 1: Administer | Security Controls | Sharing Rules
Step 2: Click new on section for Account Sharing Rules
Step 3: Choose the ownership based criteria
Step 4: CHoose the users whose records to be shared
Owners can be Public Group, Roles, Roles & Sub-Ordinates.
Step 5: CHoose the users to whom the record must be shared with.
Step 6: Set the access to be shared.

Approach 2:
Change the role of Sales Lead to Sales Western Manager.

**104. User Sam would like to share all his records with another user Wilson with read access for Account object. The account object is in private owd access.**
Ans: Using ownership based Sharing Rule
Step 1: Create one public group AA and add user Sam.
Step 2: Create another public group BB and add user Wilson.
Step 3: Administer | Security Controls | Sharing Rules
Step 4: CLick new on section for Account Sharing Rules
Step 5: Choose the ownership based criteria
Step 6: CHoose the Public Group - AA
Step 7: CHoose the Public Group - BB.
Step 8: Set the access to be shared.

**105. How many ways we can share the records with users?**

Ans:

1. Sharing Rules
2. Manual Sharing
3. Apex Sharing Rules
4. Team Sharing for Account, Opportunity and Case.

**106. I would like to share read access for group of users such as Manager, Accountant, Finance Analst with below access to one account record 'Bank of America'. THe account object is set as private in OWD.**

**Manager -> Read/Write**
**Accountant -> Read/Write**
**FInance Analyst -> Read Access.**

**How to implement this?**

Ans: 1. Using Account Team Sharing
2. Using Manual Sharing

**107. What are the report formats applicable to add charts?**

Ans: Summary and Matrix

**108. Which reports formats can be source for dashbbaord creation?**

Ans: Summary and Matrix

**109: What are the components available in Dashboard?**

Ans:

1. Horizontal Bar
2. Vertical Bar
3. Donut
4. Pie Chart
5. Line Shart
6. Funnel
7. Scatter
8. Metric
9. Table
10. Guage Chart
11. Visulforce Page

**110: Which reports can be scheduled to run at particular time?**

Ans: Tabular, Summary & Matrix.

**111: What is cross object formula?**

Ans: When formula referring the parent object field is called cross object formula.
IN Custom Object: ParentObjectName__r.FieldName

**Q112: How the admin can login as another user for any troubleshooting?**

Ans:

Approach 1:

Setup
| - Security Controls
| -- Login Access Policies

by enabling the option 'Administrators Can Log in as Any User', the system admin can login as another user.

Approach 2:
User can provide permission for admin to login.

Below your name at the top of the page
| - My Settings
| -- Personal
| -- Grant Account Login Access
Choose the option for the field 'Your Company's Administrator' for the defined period.

**Q113: Admin has found an user is able to see a department data where the OWD for department is set as private. How the admin can troubleshoot this issue?**
**Ans:**
Step 1: Go to detail page of the particular record
Step 2: Click on Sharing Button in the detailed page
Step 3: Click on Expand List button
Step 4: Click on Why? option in front of particular user.
Check on the comments below the column 'Reason for Access" to know the reason.

**Q114: The custom object 'Department' is in private OWD. Now the VP of the company would like to grant back the access in below cases.**
**i. The department records owned by users in the role 'Team Lead' should be viewable by users in the role 'Sales Lead'**
**ii. The department records which are in approved status must be accessible by managers with read and edit access.**
**iii. The department records that are in 'In Active' status must be accessible by HR manager with read access.**
**iv. The Finance manager would like to share his one department record to Finance Analyst with read/write access.**

Ans:
i. The department records owned by users in the role 'Team Lead' should be viewable by users in the role 'Sales Lead'.

Step1: Setup -> Security Controls -> Sharing Settings
Go to Department Sharing Rules Section
Step2: Choose the based on 'Based on record owner'
Step3: Choose the "Select which records to be shared" as roles = 'Team Lead'
Step4: Choose the "Select the users to share with' as 'Sales Lead'
Step5: Select the level of access for the users as Read

ii. The department records which are in approved status must be accessible by managers with read and edit access.
Step1: Setup -> Security Controls -> Sharing Settings
Go to Department Sharing Rules Section
Step2: Choose the based on 'Based on criteria'
Step3: Choose the "Select which records to be shared" as Status = 'Approved'
Step4: Choose the "Select the users to share with' to be public group (with managers).
Step5: Select the level of access for the users as Read/Write

iii. The department records that are in 'In Active' status must be accessible by HR manager with read access.

Step1: Setup -> Security Controls -> Sharing Settings
Go to Department Sharing Rules Section
Step2: Choose the based on 'Based on criteria'
Step3: Choose the "Select which records to be shared" as Status = 'In Active'
Step4: Choose the "Select the users to share with' to be public group (with HR managers).
Step5: Select the level of access for the users as Read

iv. The Finance manager would like to share his one department record to Finance Analyst with read/write access.

Step 1: Go to detail page of the particular record
Step 2: Click on Sharing Button in the detailed page
Step 3: Choose the user to be shared as role / user who is a finance analyst.
Step 4: Choose the access to be granted.

**Q115: Difference between Sharing Rule and Manual Sharing?**
Ans: Sharing Rule is an automated process that would run in the org for any new records created, existing records and modified records. Hence the data that meets the sharing rule condition (owner/criteria) would be shared with target users.

Manual Sharing is a way to share one individual record based on demand.

**Q116: What is called dynamic Dashboard?**
Ans: When the running user is set as 'Run as logged-in user', then the dashboard is referred as dynamic dashboard. This case, every users can see the data as per their access and permissions.

**Example:**
There is a Sales Dashboard stored in the folder Key Metrics. Users such as Ramu and Sam have got access to the dashboard folder. The Sales Dashboard has components showing data from Account and some components showing data from custom objects - Department, Training etc.,

Ramu is assigned with profile where the only custom object permissions are enabled.
Sam is assigned with profile where the permissions for Account is enabled but not for the custom object.

Ramu will be able to see the components only that are showing the data from custom objects.
Sam will be able to see the components only that are showing the data from Account object.

**Q117: Is it possible to change the user license for an user from Salesforce Platform to Chatter Free?**
Ans: It is not possible.

**Q118: What is feed Tracking?**
Ans: This is used to track the changes for the record under the feed. To implement this, we need to enable the feed tracking for the particular object under below settings.
Setup -> Build -> Customize -> Chatter -> Feed Tracking

**Q119: Types of Chatter User Licenses.**
Ans: Salesforce also offers Chatter-specific licenses:
Chatter External -> is to interact with chatter group,
Chatter Free -> is to access chatter tab and can't have access object data
Chatter only (also known as Chatter Plus) -> to access chatter tab and some object data.

**Q120: Types of sandbox**

| Ans: | Storage | Refresh Interval | Purpose |
|---|---|---|---|
| 1. Developer | 200 MB | once in a day | UNit Testing |
| 2. Developer Pro | 1 GB | once in a day | UNit Testing, System Int Tst |
| 3. Partial Copy | 5 GB | once in 5 days | UAT |
| 4. Full Copy | Prod Storage | once in 29 days | Performance / Load Testing |

**Q120: To Synchronize Accounts, orders and shipments in real time, a developer has built a custom interface between an external system and salesforce, prior to deployment, the developer needs to confirm that the interface can sustain the syncing of thousands of records at a time. Which sandbox environment is recommended to complete performance and load testing?.**

Ans: Full Copy Sandbox.

**Q121: Which action cannot be automated directly in process builder compared to workflow?**
Ans: Outbound Message.

**Q122: Sales management at universal containers needs to display the information listed below in each account record Amount of all closed won opportunities and Amount of all open opportunities. Which feature should a systemadministrator use to meet this requirement?**
Ans: Create roll up summary fields on Account Object.

**Q123: What are the standard objects that can be roll up on Opportunity?**
Ans: 1. Opportunity Product
2. Quotes

**Q124: What are the standard objects has roll up summary field is enabled to summarize the records of related standard objects?**
Ans: We can roll up below objects

i. Opportunities on Account
ii. Opportunity Products on Opportunity
iii. Quotes on Opportunity
iv. Campaign Members on Campaign.

**Q125: How many user license can be assigned to an user?**
Ans: Only 1 user license

**Q126: What is user license?**
Ans: It determines the features to be available to user

**Q127: Mention few user licenses**
Ans: **Salesforce** -> All CRM features are accessible to the user. Standard Objects, Custome Object, Process Automation et.,
**Salesforce Platform** → Only standard objects that are available to these users are Account and Contact. All Custom Objects are available.
**Chatter Free** -> User can only access the Chatter Tab.

**Q128: How to restrict the user deleting the child records in master-detail relationship?**
Ans: Using Validation Rules – set the rule on master object using the rollup summary field
PriorValue(RollUpSummaryField) > RollUpSummaryField
When user deletes the child record, the roll up summary will be calculated parallel. Since the validation defined will not allow the rollupsummary value to be lesser than priorvalue, the delete cannot be performed.