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Explanations

60	28	46.67
Questions	Correct Answers	% Correct Answers

1. Which of the following settings can be modified by individual users?

- [ ] User Interface
- [ ] Locale
- [x] Search Settings
- [ ] Currency
- [x] Language

Explanations:

User Interface, Currency, and Language can be modified by individual users. Salesforce locale settings determine the display formats for date and time, users' names, addresses, commas, and periods in numbers.

2. Which of the following is not a profile type?

- Standard
- Chatter
- Hybrid
- Custom

Explanations:

Hybrid is not a profile type. Profiles determine how users access data and what they can perform within the organization. Your org includes several standard profiles where you can edit a limited number of settings.

3. What can a Chatter Free User access?

- [x] Accounts
- [x] Groups
- [ ] Custom Objects
- [x] Files

Explanations:

Chatter Free User can access groups and files. All standard Salesforce licenses allow free Chatter access for everyone in your organization. Chatter Free is for users who don't have access but need access to Chatter.

---

4. Which of the following is not a component of the user record?

- Contact information
- Profile and Role
- Chatter group information
- Language and Time Zone

Explanations:

Chatter group information is not a component of the user record. User fields include the fields that comprise the personal information and other personal settings pages. The visibility of fields depends on the specific page, your org's permissions, and the edition.

---

5. What feature is used to grant additional permissions to specific users over and above their general profile permissions?

- Role privileges
- Permission Sets
- Organization-Wide Settings

Explanations:

Explanations:

Permission Sets is a collection of settings and permissions that give users access to various tools and functions. These permissions are also found in profiles.

6. When creating a sharing rule, what must an administrator select?

- [x] Which records to share
- [ ] What fields to make visible
- [ ] Who to share access with
- [x] What level of access to grant

Explanations:

When creating a sharing rule, an administrator must select which records to share, who to share access with, and what level of access to grant. Sharing rules allow you to make automatic exceptions to Organization-Wide Defaults (OWDs). You can extend access to users in certain public groups, roles, and territories.

7. What groups or individuals comprise Public Groups?

- [ ] Roles
- [x] Roles and Subordinates
- [x] Users
- [x] Profiles

Explanations:

Public Groups comprise roles, roles and subordinates, and users. Public Groups can be created by administrators and delegated administrators. Everyone in the organization can use public groups.

8. Which of the following is not a method to share records?

- ( ) Role hierarchy

- Sharing rules
- Profile settings
- Manual sharing

Explanations:

Profile settings is not a method to share records. Within objects, you can control access to data at many different levels. For example, you can control the access your users have to objects with object permissions, the access users have to fields using field-level security. To control access to data at the record level, we use sharing settings.

---

9. Which of the following is the most basic form of sharing settings?

- Profile settings
- Organization-Wide Defaults
- Sharing rules

Explanations:

Organization-Wide Defaults (OWDs) set the baseline level of access to records in your organization. Administrators can set different access for objects.

---

10. Who can manually share records?

- [x] Record owners
- [x] Users above the record owner in the role hierarchy
- [ ] Sales management
- [x] Administrators

Explanations:

Record owners, Users above the record owner in the role hierarchy, and Administrators can manually share records. You can use manual sharing to give specify users access to records, including accounts, contacts records. You can use manual sharing to give specify users access to records, including accounts, contacts, and leads. In some cases, granting access to one record includes access to all its associated records.

---

11. What is the maximum number of records you can import with the Import Wizard?

- ( ) 50,000
- ( ) 100,000
- ( ) 25,000
- ( ) 500,000

Explanations:

You can import a maximum of 50,000 records with the Import Wizard. The Data Import Wizard makes it easy to import data for many standard objects, including accounts, contacts, leads, solutions, and person accounts. You can also import custom objects.

---

12. What types of records can be imported with the Import Wizard?

- [x] Custom objects
- [ ] Opportunities
- [x] Accounts
- [x] Contacts

Explanations:

Custom objects, Accounts, and Contacts can be imported with the Import Wizard. Salesforce recommends to test a small file first to ensure the data source is prepared correctly. The wizard allows you to map your source columns to Salesforce fields on import.

---

13. Which of the following is not a standard object?

- ( ) Accounts

- Opportunities
- Invoices
- Leads

Explanations:

Invoices is not a standard object. The objects provided by Salesforce “out-of-the-box” are considered standard objects. Examples include Accounts, Contacts, Opportunities, Leads, and Products.

---

14. What is validated before a user can log in?

- [x] User's IP address
- [x] User's email address
- [x] User's login hours
- [x] User's access level

Explanations:

Admins can restrict the hours during which users can log in and the range of IP addresses they can log in and access Salesforce from. If IP address restrictions are defined for a user's profile and a login originates from that IP, Salesforce does not allow the login.

---

15. Who has permission to edit a Chatter profile?

- Administrators
- A user's manager
- An individual user

Explanations:

Users can customize their personal chatter profile with a photo and personal information.

---

16. Which of the following profile component would you use to make a field 'required?'

- Formula field
- Lookup field
- Page layout
- Related list

Explanations:

To automatically add a field to all page layouts and make it visible and required everywhere regardless of field-level security, administrators can make it a universally required field.

---

17. How many days will the recycle bin hold deleted data?

- 10
- 50
- 25
- 15

Explanations:

The Recycle Bin in the sidebar allows you to view and restore records deleted within the last 15 days. After which they are permanently deleted.

---

18. How would a user most efficiently move from an Account record to related contact record?

- Global Search
- Related List
- List View

- Lookup Field

Explanations:

A user can most efficiently move from an Account record to related contact record by using the related list. You can customize the buttons, columns displayed, column order, and record sort order of related lists on record detail pages in Salesforce and the Salesforce Customer Portal.

---

19. Where can an administrator change the organization name and address; default locale, language, and time zone?

- Organization-Wide Settings
- Company Information
- Business Hours
- Language Settings

Explanations:

An administrator can change the organization name and address; default locale, language, and time zone in the 'company information' page.

---

20. Which of the following user interface setting must be enabled to allow users to edit records directly from a list view?

- Enable Enhanced User Interface
- Enable Printable List Views
- Enable Inline Editing
- Enable Enhanced Lists

Explanations:

You can use inline editing to change the values of fields on records for which you have read-only access, either via field-level security or your organization's sharing model.

21. How can an administrator customize global search to help users find information quickly?

- [ ] Control which fields are searched
- [x] Set the order in which objects appear
- [ ] Set the number of results per page
- [x] Add filters to the search results

Explanations:

An administrator can customize global search to help users find information quickly by setting the order in which objects appear and by adding filters to the search results. Search result filters defined for an object in the internal organization also apply for search results for that object in communities.

---

22. A user receives an error message when logging into Salesforce. What is the first check performed by an administrator?

- ○ Reset the password
- ○ Unlock the user
- ○ View the login history
- ○ Change the accepted IP ranges

Explanations:

Viewing the login history is the first check performed by an administrator. The login history page displays the last 20,000 login attempts. You can download the last six months of logins to CSV.

---

23. Why would an administrator use the data loader rather than import wizard?

- [x] Export or delete data
- [ ] Choose whether or not to run data validation rules

- [x] Import lead records and prevent duplicate records
- [ ] Save mappings for later use

Explanations:

An administrator would use the data loader rather than import wizard to export or delete data and import lead records and prevent duplicate records. The Data Loader is an easy to use, graphical tool that helps you to get your data into Salesforce objects. The Data Loader can also be used to extract data from database objects into any destinations.

---

24. What report format displays a list of records sorted into a group with subtotals?

- Tabular
- Summary
- Matrix
- Joined

Explanations:

Summary reports are similar to Tabular reports, but also allow users to group rows of data, view subtotals and create charts. They can also be used as the source report for dashboard components.

---

25. Which of the following chart type can an administrator use to compare opportunity amounts by rep and then by state?

- Gauge
- Funnel
- Stacked Bar Chart
- Line Chart

Explanations:

An administrator can use Stacked Bar Chart to compare opportunity amounts by rep and then by state. Use a stacked bar chart when you have multiple groupings and are interested in the proportions between values in each grouping, as well as each groupings total.

---

26. What is determined by the running user of the dashboard?

- ( ) What data viewers of the dashboard will see
- ( ) Which users can access the dashboard
- ( ) Which users can access the source reports for the dashboard
- ( ) Which users can refresh a dashboard

Explanations:

Each dashboard has a running user, whose security settings determine which data to display in a dashboard. For 'View All Data' you can choose any user in your organization to be a running user.

---

27. What options are available when setting the evaluation criteria for a workflow rule?

- [x] Created, and any time it's edited to no longer meet the criteria
- [x] Created
- [ ] Deleted
- [x] Created, and any time it's edited to subsequently meet the criteria

Explanations:

'Created' and 'Created, and any time it's edited to subsequently meet the criteria' are the options available when setting the evaluation criteria for a workflow rule. The other option is 'Only when a record is created.'

---

28. Which of the following features are available with Salesforce Knowledge that are not available with Solutions?

- [ ] Chatter Feed collaboration

- [ ] Article types and data categories
- [x] Article versioning
- [x] Multi-language support

Explanations:

Article types and data categories, and article versioning are available with Salesforce Knowledge and not available with Solutions. Your Salesforce Knowledge base is built from knowledge articles, which are documents of information. Articles can include information on process, such as how to reset your product to its defaults, or frequently asked questions such as how much storage your product supports.

---

29. What types of dashboard components display the grand totals from the bottom of a report?

- [x] Metric
- [x] Gauge
- [x] Table
- [ ] Chart

Explanations:

Table and Chart types of dashboard components display the grand totals from the bottom of a report. Admins must click on the wrench for the dashboard metric, specify the summary value you wish to report in this metric, and then title it appropriately.

---

30. Which of the following type of report allows you to group records by both row and column?

- ( ) Tabular
- ( ) Summary
- ( ) Matrix
- ( ) Joined

Explanations:

Matrix reports are similar to summary reports but allow you to group and summarize data by both rows and columns. They can be used as the source report for dashboard components.

---

31. Can a custom summary formula reference other summary formulas?

- Yes
- No

Explanations:

A custom summary formula cannot reference other summary formulas. Regardless of the summary formula data type, your summary formula can contain fields of different data types including number, currency, and percent.

---

32. Which of the following type of report is a list of records with no subtotals?

- Tabular
- Summary
- Matrix
- Joined

Explanations:

Tabular reports are the simplest and fastest way to look at data. Similar to a spreadsheet, the report consists simply of an ordered set of fields in columns.

---

33. Which of the following are possible actions via workflow when criteria is met?

- [x] Field Update
- [x] Email Alert

- [ ] Chatter Post
- [x] Create a Task

Explanations:

There are four types of actions with basic workflow automation. They are Field Update, Email Alert, Create a Task, and Outbound Message.

---

34. When are workflow rules evaluated?

- When a record is created or updated
- After a record is created
- When a record is cloned
- Before a record is deleted

Explanations:

Workflow rules can only be evaluated when a record is created or after it is updated.

---

35. What are periods that follow Gregorian calendar, but can start on the first day of any month?

- Standard fiscal years
- Custom fiscal years

Explanations:

For companies that break down their fiscal years, quarters, and weeks into custom fiscal periods based on their financial planning, Salesforce allows you to create custom fiscal years.

---

36. What is the significance of the primary master-detail relationship in a junction object?

- [x] Look and feel is inherited from the primary master object
- [x] Record ownership is inherited from the primary master object
- [ ] Field values are only copied from the primary master object
- [x] Both a and b

Explanations:

The significance of the primary master-detail relationship in a junction object is that the look and feel is inherited from the primary master object and record ownership is inherited from the primary master object. Look and feel: the junction object's detail and edit pages use the color and any associated icon of the primary master object. The junction object records inherit the value of the owner field from their associated primary master record.
The significance of the primary master-detail relationship in a junction object is that the look and feel is inherited from the primary master object and record ownership is inherited from the primary master object. Look and feel: the junction object's detail and edit pages use the color and any associated icon of the primary master object. The junction object records inherit the value of the owner field from their associated primary master record.

---

37. What are Boolean formulas that validate record data whenever the user tries to save the information?

- Workflow rules
- Validation rules
- Assignment rules

Explanations:

When validation rules are verified if all data is valid, the record is saved. If any data is invalid, the associated error message displays without saving the record.

---

38. To whom can you transfer lead records?

- [x] Users
- [ ] Profiles

- [ ] Roles
- [x] Queues

Explanations:

You transfer lead records to users and queues. A record owner, or any user above the record owner in the role hierarchy, can transfer records to another user. Users can also transfer the records they have access to via sharing rules.

---

39. An administrator will be unable to delete a custom field when it is:

- ( ) Used in a page layout
- ( ) Used in a workflow field update
- ( ) Part of a field dependency
- ( ) Used in a report

Explanations:

Before deleting a custom field, consider where it's referenced. You can't delete a custom field that's referenced elsewhere. For example, you can't delete a custom field in workflow by a field update.

---

40. What type of customizations can be done to activities?

- [ ] Custom fields
- [ ] Field tracking
- [x] Workflow rules
- [ ] Assignment rules
- [x] Validation rules

Explanations:

An admin can configure custom fields on Tasks and Events (Activities) just like any other object. Furthermore, activities are subject to workflow rules and validation rules.

41. What options does an administrator have in customizing reports?

- [x] Add a filter
- [x] Schedule a refresh time
- [ ] Add a gauge component
- [x] Add a grouping
- [x] Summarize fields

Explanations:

Filtering reports by date or some other value, such as picklist options, adding a grouping or summarizing by a certain data point are ways of customizing views in reports.

42. Which of the following tool can an Administrator use to backup data monthly?

- Data Export Service
- Analytic Snapshot
- Import Wizard
- Scheduled report

Explanations:

The Data Export Service allows your organization to backup files every six weeks. Salesforce creates a zip archive of .CSV files and emails when it's ready. Exports complete as soon as possible.

43. If two objects have a parent-child relationship, how can a user access the child record from the parent record?

- Lookup field
- Child field

Child field

Custom link

Related list

Explanations:

A lookup creates a relationship between two records so you can associate them with each other. For example, Opportunities have a lookup relationship with Cases.

---

44. What can be modified on standard object fields?

- [x] Default text
- [x] Help text
- [x] Picklist values
- [x] Labels
- [ ] Field types

Explanations:

You can customize several aspects of standard fields, such as the field-level help text, values in picklist, the format for auto-number fields, tracking field history, lookup filters on relationship fields, and labels.

---

45. What feature allows a user to group campaigns within a specific marketing program or initiative?

Campaign lists

Campaign hierarchy

Campaign influence

Campaign members

Explanations:

By associating campaigns using a lookup relationship, you can group campaigns within a specific marketing program or initiative. Hierarchies contain up to five levels. Each campaign can have one parent campaign.

---

46. What type of access can an Administrator grant through sharing rules?

- [x] Read/Write
- [x] Read/Write/Transfer
- [ ] Delete
- [x] Read Only

Explanations:

An Administrator can grant Read/Write and Read Only access through sharing rules. Sharing rules can be based on record ownership or other criteria. You can't use Apex to create criteria-based sharing rules. Also, criteria-based sharing cannot be tested via Apex.

---

47. What type of relationship must exist for roll-up summary fields to be possible?

- ( ) Master-Detail
- ( ) Parent-Child
- ( ) Lookup
- ( ) Cross-Object

Explanations:

You can create roll-up summary fields on any custom object that is on the master side of a master-detail relationship; any standard object that is on the master side of a master-detail relationship with a custom object; opportunities using the values of opportunity products related to the opportunity; accounts using the values of related opportunities.

---

48. Which of the following is not a report format?

Tabular

Mixed

Joined

Summary

Matrix

Explanations:

Mixed is not a report format. A report can use the tabular, summary, matrix, or joined format. Tabular is the default but users can choose a different format via the report builder.

---

49. How many custom summary formulas can you have per report?

1

5

10

25

50

Explanations:

There can be five custom summary formulas per report. Custom summary formulas are available for summary, matrix, and joined reports. They can't be shared across multiple reports.

---

50. What are the common ways Administrators can back up Salesforce data?

- [ ] Reports
- [ ] Custom objects
- [x] Scheduled backups

- [x] Manual backups

Explanations:

The common ways in which Administrators can back up Salesforce data are reports, scheduled and manual backups. When exporting data you have the option to include images, documents, attachments, Chatter files, and Salesforce CRM Content document versions.

---

51. In which of the following scenarios can formulas be evaluated as a part of workflow criteria?

- [x] When records are created
- [x] When records are created or updated
- [x] When records are created or updated to subsequently meet the criteria

Explanations:

Formulas can be evaluated as a part of workflow criteria when records are created and when records are created or updated. Formulas cannot be evaluated as subsequently meeting criteria as they are evaluated in real-time.

---

52. Which of the following support settings do you need to configure before setting up assignment rules, escalation rules, web-to-case and email-to-case?

- [x] Default Case Owner
- [ ] Web to Lead forms
- [ ] Automated Case User
- [ ] Service Level Agreements
- [x] Entitlements

Explanations:

Administrators can activate or set various support processes; such as default case owner, automated Case User, choose email templates, and case notifications; to automate case management.

---

53. In troubleshooting a login issue, if you cannot find the username of the user unable to login what is the probable cause?

- Password incorrect
- IP range exclusion
- Wrong username
- System error

Explanations:

There are many reasons that logins fail, however, in the case that the user reports a username that, as an admin, you are unable to locate, it is possible they are using the wrong username. Often, a username may not be the same as the email address associated to the account.

---

54. A sales rep would like to collaborate with a number of potential customers on Chatter, what license type would you recommend to achieve this?

- Chatter Plus
- Chatter Free
- Sales User
- Chatter External

Explanations:

Chatter External licenses is for users outside of the company's email domain. These external users, also called customers, can be invited to Chatter groups that allow customers.

---

55. Which of the following are true about Master-Detail relationships in custom objects?

- [x] Sharing is inherited from parent
- [ ] Child needs to be manually deleted when the parent is deleted

- [ ] Child needs to be manually deleted when the parent is deleted
- [ ] Only child fields are available for reporting
- [x] Lookup field is required on child object

Explanations:

Sharing is inherited from parent, and lookup field is required on child object are true about Master-Detail relationships in custom objects. Custom objects cannot be on the master side of a master-detail relationship with a standard object as the detail side.

---

56. What is the limit of Master-Detail relationships per object?

- 1
- 2
- 5
- 10

Explanations:

Each object is allowed to have up to two master relationships and as many as eight detail relationships.

---

57. Which of the following field types may be a controlling and dependent field in picklists?

- Custom picklist
- Standard picklist
- Standard checkbox
- Custom checkbox

Explanations:

Custom picklist can be a controlling and dependent field in picklist. Standard picklist can be controlling but not dependent fields. Checkbox field cannot be a controlling field.

58. Which of the following best describes the Opportunity objects?

- Customer support inquiries
- Sales deals
- Answers to common problems
- Potential customers for your company

Explanations:

Sales deals best describes the Opportunity objects. Customer support inquiries are cases, answers to common problems are knowledge base articles, and potential customers are leads.

59. What is the best practice limit for child records on master-detail relationships?

- 1,000
- 5,000
- 10,000
- 25,000

Explanations:

As a best practice when you exceed 10,000 records on the child side of a master-detail relationship, reporting can be impacted adversely.

60. How would an administrator quickly create multiple user records?

- Clone users
- Import user records
- Add multiple users under manage users in Setup

Add multiple users under manage users in Setup

Enable users to create their own records

Explanations:

The 'add multiple users' button allows administrators to expedite the process when creating a bulk nu

FAQs

What is the Salesforce Admin practice exam?

The Salesforce Admin practice test gives you the practical experience of appearing for the Salesforce Administrator Exam (ADM 201). With 60 multiple choice questions to be solved in 60 minutes, this practice test helps you to distinguish your well-prepared topics with the ones that need some improvement. This test also verifies your knowledge regarding the declarative capabilities of the Force.com platform to create new applications.

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