**What is the difference between public cloud and private cloud? Is salesforce.com is a public cloud or private cloud?**

**Public cloud** is open to public. Anyone can access and use it by paying accordingly but **private cloud** is used by private companies. Private companies or security concerned enterprises ask private cloud so that they could get control over the data and its security. In that case, the private cloud is owned by that company and the resources are totally dedicated to the company.

Salesforce.com: Is a public cloud as it is hosted on salesforce.com data centres and data of more than one tenant resides on same servers.

**What are different kinds of reports?**

**1. Tabular:** Tabular reports are the simplest and fastest way to look at data. Similar to a spreadsheet, they consist simply of an ordered set of fields in columns, with each matching record listed in a row. Tabular reports are best for creating lists of records or a list with a single grand total. They can’t be used to create groups of data or charts, and can’t be used in dashboards unless rows are limited. Examples include contact mailing lists and activity reports.

**2. Summary:** Summary reports are similar to tabular reports, but also allow users to group rows of data, view subtotals, and create charts. They can be used as the source report for dashboard components. Use this type for a report to show subtotals based on the value of a particular field or when you want to create a hierarchical list, such as all opportunities for your team, subtotalled by Stage and Owner. Summary reports with no groupings show as tabular reports on the report run page.

**3. Matrix:** Matrix reports are similar to summary reports but allow you to group and summarise data by both rows and columns. They can be used as the source report for dashboard components. Use this type for comparing related totals, especially if you have large amounts of data to summarise and you need to compare values in several different fields, or you want to look at data by date and by product, person, or geography. Matrix reports without at least one row and one column grouping show as summary reports on the report run page.

**4. Joined:** Joined reports let you create multiple report blocks that provide different views of your data. Each block acts like a “sub-report,” with its own fields, columns, sorting, and filtering. A joined report can even contain data from different report types.

**(3). What are different kinds of dashboard component?**

1. Chart: Use a chart when you want to show data graphically.

2. Gauge: Use a gauge when you have a single value that you want to show within a range of custom values.

3. Metric: Use a metric when you have one key value to display.

Enter metric labels directly on components by clicking the empty text field next to the grand total.

Metric components placed directly above and below each other in a dashboard column are displayed together as a single component.

4. Table: Use a table to show a set of report data in column form.

5. Visual force Page: Use a Visual force page when you want to create a custom component or show information not available in another component type

6. Custom S-Control: Custom S-Controls can contain any type of content that you can display or run in a browser, for example, a Java applet, an ActiveX control, an Excel file, or a custom HTML Web form

(4). What actions can be performed using Workflows?

Following workflow actions can be performed in a workflow:

1. Email Alert:

Email alerts are workflow and approval actions that are generated using an email template by a workflow rule or approval process and sent to designated recipients, either Salesforce users or others. Workflow alerts can be sent to any user or contact, as long as they have a valid email address.

2. Field Update:

Field updates are workflow and approval actions that specify the field you want updated and the new value for it. Depending on the type of field, you can choose to apply a specific value, make the value blank, or calculate a value based on a formula you create.

3. Task:

Assigns a task to a user you specify. You can specify the Subject, Status, Priority, and Due Dateof the task. Tasks are workflow and approval actions that are triggered by workflow rules or approval processes.

4. Outbound Message:

An outbound message is a workflow, approval, or milestone action that sends the information you specify to an endpoint you designate, such as an external service. An outbound message sends the data in the specified fields in the form of a SOAP message to the endpoint.

(5). What are groups in SFDC?

Groups are sets of users. They can contain individual users, other groups, the users in a particular role or territory, or the users in a particular role or territory plus all of the users below that role or territory in the hierarchy.

There are two types of groups:

Public groups: Only administrators can create public groups. They can be used by everyone in the organization.

Personal groups: Each user can create groups for their personal use.

(7). Which objects can be imported by Import Wizard?

Following objects can be imported using import wizard.

Accounts

Contacts

Leads

Solutions

Custom Objects

(8). What is Profile and Components?

profile contains user permissions and access settings that control what users can do within their organization.

A collection of settings and permissions that define how a user accesses records

– Determines how users see data and what they can do within the application

– A profile can have many users, but a user can have only one profile

Profiles Components:

Which standard and custom apps users can view

Which tabs users can view

Which record types are available to users

Which page layouts users see

Object permissions that allow users to create, read, edit, and delete records

Which fields within objects users can view and edit

Permissions that allow users to manage the system and apps within it

Which Apex classes and Visual force pages users can access

Which desktop clients users can access

The hours during which and IP addresses from which users can log in

Which service providers users can access (if Salesforce is enabled as an identity provider)

9). What is PermissionSet?

PermissionSet represents a set of permissions that’s used to grant additional access to one or more users without changing their profile or reassigning profiles. You can use permission sets to grant access, but not to deny access.

Every PermissionSet is associated with a user license. You can only assign permission sets to users who have the same user license that’s associated with the permission set. If you want to assign similar permissions to users with different licenses, create multiple permission sets with the same permissions, but with different licenses.

Permission sets include settings for:

Assigned apps

Object settings, which include:

Tab settings

Object permissions

Field permissions

App permissions

Apex class access

Visual force page access

System permissions

Service providers (only if you’ve enabled Salesforce as an identity provider)