**1.** **What is Force.com and Salesfore.com? Mention the differences.**

Force.com is a cloud computing platform where the developers build multitenant applications.

Salesforce.com is also a cloud computing platform, it contains only standard objects.

Salesforce.com is hosted on Force.com.

**2.** **What are the Force.com editions and salesforce.com editions?**

Force.com includes 5 editions.

Free edition

Enterprise with one app

Enterprise with multiple app

Unlimited with one app

Unlimited with multiple apps

SalesForce.com includes 5 editions

Contact Manager

Group

Professional edition

Enterprise edition

Unlimited edition

**3.** **How many custom objects available in Professional and Enterprise edition and Unlimited?**

Professional 50

Enterprises 200

Unlimited 2000

**4.** **In Which edition the Apex Data Loader will support? What are those editions?**

Earlier Enterprise and Unlimited editions use to support Apex data loader. Now, **Professional**, **Enterprise** and **Unlimited** edition supports data loader.

**5.** **Through Sales force Import wizard how many records we can import into S.F Objects and the wizard will support for which Objects?**

Using **Import wizard**, we can upload up to **50000** records. And only **Accounts**, **Contacts** and **custom** object’s data can be imported. If we want to import other objects like Opportunities and other object’s data, then we need to go for Apex Data Loader.

**6.** **In which edition work flows are available in S.F?**

In **Enterprise** edition and in **unlimited** edition, we have these work flows. We do not have these work flows in group and professional editions. We can get these workflows in professional edition also as an add-on.

**7.** **What is the data and file storage capacity in Professional and Enterprise and Unlimited editions Org wide? What is the storage capacity for each user in above editions?**

Data storage (Org) File storage (Org) Dstorage/Fstorage(User)

Professional 1GB 1GB 20MB/100MB

Enterprises 1GB 1GB 20MB/100MB

Unlimited 1GB 1GB 120MB/100MB

**8.** **In Which Edition Outlook and Excel and Mobile Lite are available in S.F?**

Mobile Lite users can view, create, edit, and delete accounts, assets, contacts, leads, opportunities, events, tasks, cases, and solutions from mobile.

**Mobile lite** is available in all editions i.e.; **Group** edition, **Professional** edition, **Enterprise** edition, **Unlimited** edition.

**Outlook** connect to sales force is used to sync contacts, Events and mails to sales force. Like mobile lite feature this is also available in **all** above mentioned editions.

**9.** **What is app exchange?**

The developed custom applications can be uploaded into the app exchange so that the other person can share the applicaition.

**10.** **What is a VLOOKUP in S.F?**

VLOOKUP is actually a function in salesforce which is used to bring relevant value to that record from another record automatically.

**11.** **What are the types of bindings available in Visual force?**

1. Using **get**; **set** in apex, we can bind variables in visual force.

ex: public String textdemo{get;set;} // in apex

<apex:input text value=”{!textdemo}”>

2. Using **methods** in **controller**

Ex: <apex:selectlist value=”textdemo”>

<apex:selectoptions value=”listt”/>

</apex:selectoptions>

//In apex

Public List<Account> getlistt(){

Return [select Id,Name from Account]; \\ returns list

}

**12.** **What are the types of relationships present in S.F?**

4 types

Master-Detail

Lookup

Junction Object

Hierarchy

**13.** **What is junction Object and what does it mean?**

Junction object is a custom object which is used to create many to many relationship between two objects.

It always contains two Master-Detail relationships.

**14.** **Differences between Master-Detail and Lookup**

Both are used to create one to many relationship between two objects.

In case of MD, if **Parent** is deleted, **child** is **also** **deleted**.

In case of Lookup, if **Parent** is deleted, **child** is **not** **deleted**.

In **MD**, **Child** is **mandatory**, but in **Lookup**, child is **not** **mandatory**.

**15.** **When I want to export data into SF from Apex Data Loader, which Option should be enable in Profile?**

Enable API

**16.** **Types of Reports in S.F?**

3 types of reports in S.F

**Tabular reports**: Tabular report is used to represent the data simply in tabular format. Summarizing on a particular field cannot be done.

**Summary reports**: In summary report, we can summate or group the data based on a column.

**Matrix report**: In matrix report we can summarize the data both in rows and columns.

**17.** **What is an Assignments rule?**

It is a Rule to specify how leads are assigned to users or queues as they are created manually, captured from the web, or imported via the lead import wizards.

**18.** **What is a web- lead?**

Capturing a lead from a website and routing it into lead object in Sales Force is called web-lead (web to lead).

**19.** **What is lookup and Master Details and what is difference between them.**

Both Lookup and Master detail fields are used to link a record in one object to another record in another object.

In lookup, if we delete master records, child records will not be deleted.

In master-detail, if we delete master records, child records will also be deleted.

Child record is mandatory for Master-Detail.

**20.** **What is an External Id?**

External Id is an id that can be given to any field in an object. An external id will be generated on the field that we mention. This field will be used to detect duplicate values when we try to import data into sales force using an external system like apex data loader, informatica data loader etc.

**21.** **What are the Types of Account and difference between them?**

We have two types of accounts.

i. Personal accounts

ii. Business accounts.

In personal accounts, person’s name will be taken as primary considerations where as in business accounts, there will be no person name, but company name will be taken into consideration.

**22.** **How many ways to do a field is mandatory?**

There are two ways to declare a field to be mandatory.

1. At the time of creating the field, mentioning the field should contain a value to save a record.

2. In page layout, we can mention the field to be mandatory.

**23.** **What is a Field level Security?**

**Giving permissions to users based on Profiles.**

Mentioning the availability of a field to the users for viewing and editing purpose based on profile is called field level security.

While creating a field,we can mention the security level of that field for every profile by deciding its level of accessibility to each profile.

**24.** **Difference between Formula and Roll-up summary**

**Formula:** is a read only field that derives a value from a formula expression that we define.

**Roll-up summary:** A read-only field that displays the sum, minimum, or maximum value of a field in a related list or the record count of all records listed in a related list.

**25.** **Difference btw isNull and isBlank**

**IsNull** – it supports for Number field.

**IsBlank-** it supports for Text field.

**26.** **What is a workflow? Types of workflow and actions in workflow.**

Workflow is a force platform business logic engine that allows us to automatically send email alerts, assign tasks, field updates based on rules that we define.

2 types:

**Immediate actions:** That executes when a record matches the criteria.

**Time-dependent:** When a record matches the criteria, and executes according to time triggers.

Actions:

**Task :** Asign a new task to user.

**Email-alerts :** Send email to one or more recipients that are specified.

**Field Updates :** Update value of a field.

**Outbound Messages:** Send a configurable API message to designed listener.

**27.** **Types of email templates**

Text

Html with letter head

Custom Template

Visual Force.

**28.** **Difference btw Profiles and Roles**

**Profiles**: Field level or Object level security can be given by profiles

**Roles**: Record level security can be given by Roles.

Profile is mandatory.

**29.** **Types in roles:**

Manual Sharing

OWD (organization wide default):

· Public read

· Public read/write

· Private

Sharing rules

Role Hierarchy

**30.** **What is a wrapper class?**

A wrapper class is a class whose instances are collections of other objects.

**31.**  **What are collections and types of collections?**

Collection is an object which groups multiple elements into a single unit.

**List**: Ordered collection of elements which allows duplicates.

**Set**: Unordered collection of elements which do not allow duplicates.

**Map**: Pair of two elements, in which the first element is always unique.

**32.** **Types of Reports:**

**Tabular:** Display data in a tabular form. No summarizing is allowed.

**Summary:** Summarize data on one column based on single criteria.

**Matrix:** Summarize data on both row and columns.

**33.** **Difference between VF and S-Control**

VF S-Control

|  |  |
| --- | --- |
| It is a markup language like XML, HTML | It is a procedural language like Java, Ajax |
| Automation of data is there- Binding | No automation of data- Manual Binding |
| Style sheet(CSS) is included | CSS is not included |
| Native |  |

**34.** **Accessibility of object**

{! ($Objecttype.ObjectName.accessable)}-----------à returns true if object is accessible.

**35.** **What are Global keywords?**

Used to access various values from components on a page or from user objects or from URL, for each object we have each key word.

URL Current Page

Profile Page Reference

User Object Type

Resource Component

**36.** **What is a Page Reference?**

Page reference is a class in apex, which is used to redirect to another page.

By creating an object to this class, we can use this object to forward to another page as shown in example below:

Public Pagereference go()

{

Pagereference p = new pageReference(‘http://www.google.com’);

Return p;

}

**37.** **What is MVC?**

The main aim of the MVC architecture is to separate the business logic and application data from the presentation data to the user.

**Model**: The model object knows about all the data that need to be displayed.

**View**: The view represents the presentation of the application (User Interface).

**Controller**: Actual business logic of VF is present here.

**1.** **What are the Controllers available in Force.com?**

3 types of controllers are available

**Standard Controller**: Used for both custom and standard objects.

**Custom Controller**: is an apex class that implements all the logic for a page without leveraging the functionality of a standard controller.

**Extension Controller**: is an apex class which adds functionality to existing standard and custom controllers.

**2.** **What is a difference between render, rerender and renderAs?**

**Render:** is an attribute used in VF to hide or show certain components in visual force page.

**Rerender:** Used to refresh a part of a page in visual force page when an action occurs.

**Render as:** Used to convert entire visual force into PDF

Render as = “pdf”.

**3.** **How can you access URL Parameters in to a visual force page?**

Using $CurrentPage, you can access the query string parameters for the page by specifying the parameters attribute, after which you can access each individual parameter.

$CurrentPage.parameters.parameter\_name

Ex: $CurrentPage.parameters.location

**4.** **What are annotations ant their types?**

Annotations are used to bypass the methods in the way they execute.

**@Future**: Used to execute the methods asynchronously.

**@IsTest**: Used to test the methods.

**@ReadOnly**

**@Deprecated**

**@Remote Action**

**5.** **What is a difference between <apex: dataTable />, <apex: pageBlockTable />?**

Only standard style sheets used in page block table,

If we want to add custom style sheets we have to data table.

**6.** **What is a Sandbox? Types of sandbox.**

Sandbox is the exact replica of the production.

3 Types:

Configuration

Developer

Full

**7.** **What are triggers? Types of Triggers**

Trigger is a piece of code that is executed before or after a particular field of certain type is inserted, updated or deleted.

**Bulk Trigger:** All triggers are bulk triggers by default, and can process multiple records at a time. You should always plan on processing more than one record at a time.

Bulk triggers can handle both single record updates and bulk operations like:

· Data import

· Mass actions, such as record owner changes and deletes

· Recursive Apex methods and triggers that invoke bulk DML statements.

Recursive trigger:

1. **ActionSupport:** A component that adds AJAX support to another component, allowing the component to be refreshed asynchronously by the server when a particular event occurs, such as a button click or mouseover.

**ActionFunction**: A component that provides support for invoking controller action methods directly from JavaScript code using an AJAX request.

**ActionPoller**: A timer that sends an AJAX update request to the server according to a time interval that you specify.

**9.** **What is Batch Apex? How can you implement Batch Apex?(Dynamic Apex)**

Batch Apex gives you the ability to operate over large amounts of data by chunking the job into smaller parts, thereby keeping within the governor limits.

Using batch Apex, you can build complex, long-running processes on the Force.com platform. For example, you could build an archiving solution that runs on a nightly basis, looking for records past a certain date and adding them to an archive.

1. **What is a Callout method? How does it invoke, how many methods available in Classes and Triggers?**

It is used to invoke the External services HTTP or web services.

An Apex callout enables you to integrate your Apex with an external service by making a call to an external Web service or sending a HTTP request from an Apex script and then receiving the response. Apex provides integration with Web services that utilize SOAP and WSDL, or HTTP services (RESTful services).

**11.** **What is a difference between System log and debug log?**

**System Log** console is a separate window that displays debugging information, as well as its cumulative limits and source code. It can be considered a context-sensitive execution viewer showing the source of an operation, what triggered that operation, and what occurred afterward. Use the System Log console to view debug logs that include database events, Apex processing, workflow, and validation logic.

**Debug log** records database operations, system processes, and errors that occur when executing a transaction or while running unit tests. The system generates a debug log for a user every time that user executes a transaction that is included in the filter criteria.

1. **SOQL**: Salesforce.com Object Query Language

**2. SOSL**: Salesforce.com Object Search Language

**13.** **What is a Force.com IDE?**

Ans. Force.com IDE is a development environment which is available as a plug-in to be installed in Eclipse and used. This IDE can be used to work on and manipulate the salesforce structure like authoring Apex classes, Visual force pages, apex triggers etc.,

**1.** **What is a Managed Package and Unmanaged package?**

**Unmanaged vs. Managed**

Managed packages are AppExchange packages that can be upgraded in the installer's organization. They differ from unmanaged packages in that some components are locked, allowing the upgrade process. Unmanaged packages do not include locked components and can not be upgraded.

Before the Winter '07 release, all packages were unmanaged. Now, you can convert an unmanaged package to managed to ensure your installed users get upgrades.

Managed packages differ from unmanaged packages in many other ways. Before creating managed packages, here are a few things to consider:

· You must use a Developer Edition organization to create and work with a managed package.

· A Developer Edition organization can contain a single managed package and many unmanaged packages.

· You must register a [Namespace Prefix](https://na1.salesforce.com/help/doc/user_ed.jsp?section=help&target=register_namespace_prefix.htm&loc=help&hash=topic-title) - A Namespace Prefix is a series of characters prefixed to your Custom Objects and Fields to prevent conflict when installed in another salesforce.com org.

When you release a managed package, meaning it is uploaded with the Managed - Released option selected, the properties of its components change to prevent developers and installers from making harmful changes. For a list of each package component type and their properties, see [Properties of Managed Packages](https://na1.salesforce.com/help/doc/user_ed.jsp?section=help&target=managed_released_component_properties.htm&loc=help&hash=topic-title). If you do not want to offer upgrades to your package, consider keeping it unmanaged.

If you plan to release your app as a Managed Package, please read out guide on [Planning the Release of Managed Packages](https://na1.salesforce.com/help/doc/user_ed.jsp?section=help&target=determine_managed_package_state.htm&loc=help&hash=topic-title)

If you already have a Unmanaged Package and you'd like to convert it to Managed, please review the following: [Converting Unmanaged Packages to Managed](https://na1.salesforce.com/help/doc/en/convert_to_managed_package.htm)

Now that you understand the difference and benefits of each type of package, let's see how easy it is to make your Unmanaged package from above into a Managed Package.

**52.**

Customer portal

With Salesforce CRM’s customer portal, your customers can log cases and get updates 24x7. All via the intuitive user experience for which Salesforce CRM is famous. The result—higher customer satisfaction at a lower cost.

Partner portal

Outsource your service management by allowing third-party service reps to manage customer cases via the partner portal. Service partners can do everything they need to resolve customer support issues: search the solution database, log cases, make case comments, and run reports.

1. What is the difference between Lookup Relationship and Master-Detail Relationship? Ans.) Master – Detail Relationship :

1. We cannot create master – detail relationship type fields directly if records already exists. Instead we have to first create Look up fields then fill all the records with that lookup filed. After that we can convert the lookup fields to master – detail relationship.

2. If we delete master records then detail (Child) records are deleted.

3. It creates the parent(master) child(Detail) relationship between objects.

Look up relationship :

1. Look up relationship creates relations between two objects.

2. If we delete any object then other object is not deleted

1. True or False? If you were to delete a record that had a lookup to a child object, all child object records would get deleted as well.Ans.) False

3.Where is the view Account hierarchy link?

Ans.)To view the account hierarchy, click **View Hierarchy** next to the account name on the account detail page. The Account Hierarchy page displays up to 500 child accounts

4.What does the Account Hierarchy tell or do?

5.Where can you make a field required?

1. I'm setting up different page layouts for different user profiles. As a system administrator, is there another way to see what the user sees instead of them granting log in access to you?

7.What type of Workflow Alerts are there?

8.Validation Rules, What are they use for in Salesforce?

9. What is Dataloader?

Ans.)The Force.com platform offers you a development environment which you can use to create your own custom applications. Frequently, you will use the Force.com platform to create applications that operate on data that you already have in some form - in comma-separated variable files, spreadsheets or other relational databases.

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 of the destinations mentioned above. You can even use the Data Loader to perform bulk deletions by exporting the ID fields for the data you wish to delete and using that source to specify deletions through the Data Loader.

The Data Loader requires the use of the Force.com API. If your Salesforce edition allows the use of the API (Enterprise, Unlimited and Developer Editions), you can download the Data Loader from the **Setup** menu, under **Administration Setup** - **Data Management**

1. What is the difference between Profiles and Roles in Salesforce.com?

**Ans.) Roles** are one of the ways you can control access to records. They also impact reports (e.g. "My Teams" filter). Roles come into play if your security model (OWDs) are set to private. A little more on Roles and how they impact security:

http://www.shellblack.com/salesforce/deploy/security/owds/

**Profiles** help determine record privileges. Assuming the User can see the record, Profiles determine what the User can do, view or edit on that record. Profiles control other system privileges as well (mass email, export data, etc)

**10. Do governor limits apply to sandbox instances?**

**Ans :** Governor limits do apply to all Salesforce instances (trial, developer, production or sandbox environments). However code coverage and successful execution of test classes is only enforced when deploying to a production environment.

**11. What is difference in ISNULL and ISBLANK?**

**ISNULL:**

* Determines if an expression is null (blank) and returns TRUE if it is. If it contains a value, this function returns FALSE.
* Text fields are never null, so using this function with a text field always returns false. For example, the formula field IF(ISNULL(new\_\_c) 1, 0) is always zero regardless of the value in the New field. For text fields, use the ISBLANK function instead.
* Multi-select picklist fields are never null in s-controls, buttons, and email templates, so using this function with a multi-select picklist field in those contexts always returns false.
* Empty date and date/time fields always return true when referenced in ISNULL functions.
* Choose Treat blank fields as blanks for your formula when referencing a number, percent, or currency field in an ISNULL function. Choosing Treat blank fields as zeroes gives blank fields the value of zero so none of them will be null.
* Merge fields can be handled as blanks, which can affect the results of components like s-controls because they can call this function.
* When using a validation rule to ensure that a number field contains a specific value, use the ISNULL function to include fields that do not contain any value. For example, to validate that a custom field contains a value of ’1,’ use the following validation rule to display an error if the field is blank or any other number: OR(ISNULL(field\_\_c), field\_\_c<>1)

**ISBLANK:**

* Determines if an expression has a value and returns TRUE if it does not. If it contains a value, this function returns FALSE.
* Use **ISBLANK** instead of **ISNULL** in new formulas. ISBLANK has the same functionality as ISNULL, but also supports text fields. Salesforce.com will continue to support ISNULL, so you do not need to change any existing formulas.
* A field is not empty if it contains a character, blank space, or zero. For example, a field that contains a space inserted with the spacebar is not empty.
* Use the BLANKVALUE function to return a specified string if the field does not have a value; use the ISBLANK function if you only want to check if the field has a value.
* If you use this function with a numeric field, the function only returns TRUE if the field has no value and is not configured to treat blank fields as zeroes.

[for further study you can read this link.](https://na2.salesforce.com/help/doc/user_ed.jsp?loc=help&section=help&hash=ISNULL&target=customize_functions.htm)

**12. Is it possible to write the Apex code from user Interface?**

You can add, edit, or delete Apex using the Salesforce.com user interface only in a Developer Edition organization, a Salesforce.com Enterprise Edition trial organization, or [sandbox](https://na2.salesforce.com/help/doc/en/create_test_instance.htm)organization. In a Salesforce.com production organization, you can only make changes to Apex by using the Metadata API ,

deploycall, the Force.com IDE, or theForce.com Migration Tool. The Force.com IDE and Force.com Migration Tool are free resources provided by salesforce.com to support its users and partners, but are not considered part of our Services for purposes of the salesforce.com Master Subscription Agreement.

**13. When you can’t add Time dependent action in Workflow rule?**

You can’t add time-dependent actions to a rule if you choose Every time a record is created or edited.

[For more study, check this article](http://shivasoft.in/blog/webtech/salesforce/step-by-step-salesforce-tutorial-%E2%80%93-creating-workflow-rule-%E2%80%93-5-of-n/)

**14. What are the types of email templates available in salesforce.com?**

1. Text
2. HTML with Letter Head
3. Custom HTML
4. Visual force

[To study more on email templates, refer this article](http://shivasoft.in/blog/webtech/salesforce/step-by-step-salesforce-tutorial-%E2%80%93-creating-email-template-%E2%80%93-4-of-n/)

**15. What are the different Salesforce.com Editions and Limits?**

Ans : [check this URL](https://na2.salesforce.com/help/doc/en/limits.htm)

**16. What is Roll up summary field in Salesforce?**

Roll up summary field in salesforce calculates the **Count, Sum, Min or Max** of particular field of any child record. Thus, we can say that Roll up summary field can only be created on **Master** object. [To read further, please check this URL](http://shivasoft.in/blog/webtech/salesforce/roll-up-summary-fields-in-salesforce/)

**17. What will happen if the Account is deleted?**

If the Account is deleted then Contact, Opportunity will also be deleted from Salesforce which are related to that Account.

From the database perspective, check below image of child relationships of Account:



Account Child relationship in salesforce

If we use schema builder, released in Winter 12 it would look like:



Account Contact and Opportunity of salesforce in schema builder

**18. How many types of the relationship fields available in Salesforce>**

Ans :

1. Master Detail
2. Many to Many
3. Lookup
4. Hierarchical

[For further study read this.](https://na2.salesforce.com/help/doc/en/overview_of_custom_object_relationships.htm)

**19. How to create many to many relationships between object?**

Creating many to many relationship in salesforce is little tricky. You cannot create this type of relationship directly. Follow below steps to create this type of relationship.

Create both objects which should be interlinked.

Create one custom object (also called as **junction object**), which should have autonumber as unique identification and create **two master relationships** for both objects, no need create tab for this object.

Now on both object, add this field as related list.

[Check this article on blog to create many to many relationship in detail.](http://shivasoft.in/blog/webtech/salesforce/deep-drive-in-junction-object-create-many-to-many-relationship-in-salesforce/)

[To study more in detail, please refer salesforce documents.](https://na2.salesforce.com/help/doc/en/relationships_manytomany.htm#JOJunctionObject)

**20. In Which sequence Trigger and automation rules run in Salesforce.com** The following is the order salesforce logic is applied to a record.

1. Old record loaded from database (or initialized for new inserts)
2. New record values overwrite old values
3. System **Validation Rules**
4. All Apex “before” triggers (EE / UE only)
5. Custom **Validation Rules**
6. Record saved to database (but not committed)
7. Record reloaded from database
8. All Apex “after” triggers (EE / UE only)
9. **Assignment rules**
10. **Auto-response rules**
11. **Workflow rules**
12. **Escalation rules**
13. Parent **Rollup Summary Formula** value updated (if present)
14. Database commit
15. Post-commit logic (sending email)

Additional notes: There is no way to **control the order of execution** within each group above.

**21. If one object in Salesforce have 2 triggers which runs “before insert”. Is there any way to control the sequence of execution of these triggers?**

**Ans :** Salesforce.com has documented that **trigger sequence cannot be predefined**. As a best practice create one trigger per object and use comment blocks to separate different logic blocks. By having all logic in one trigger you may also be able to optimize on your SOQL queries.

**22. How to delete the User from Salesforce?**

**Ans :** As per now, salesforce does not allow to delete any user, however you can deactivate the user.

[Read further…](https://na2.salesforce.com/help/doc/en/deactivating_users.htm#topic-title)

**23. How to delete the users data from Salesforce?**

**Ans :** To delete the Users Data go to Setup | Administration Setup | Data Management | Mass Delete Record, from there select the objects like Account, Lead etc and in criteria select the users name and delete all records of that user related to particular object.

**24. How to restrict the user to see any record, lets say opportunity?**

**Ans :** set up opportunity sharing to be private. If both users are admins or have view all records on opportunity, then that **overrides private sharing**.

**25. What is the difference between trigger.new and trigger.old in Apex – SFDC?**

**Ans :**

**Trigger.new :**

Returns a list of the new versions of the sObject records.

Note that this sObject list is only available in **insert and update** triggers, and the records can only be modified in before

triggers.

**Trigger.old :**

Returns a list of the old versions of the sObject records.

Note that this sObject list is only available in **update and delete**

triggers.

**26. How to restrict any Trigger to fire only once ?**

**Ans:**

Triggers can fire twice, once before workflows and once after workflows, this is documented at

“The before and after triggers fire one more time only if something needs to be updated. If the fields have already been set to a value, the triggers are not fired again.”

**Workaround:**

Add a static boolean variable to a class, and check its value within the affected triggers.

|  |
| --- |
| public class HelperClass { |
| public static boolean firstRun = true; |

|  |
| --- |
| } |
| trigger affectedTrigger on Account (before delete, after delete, after undelete) { |

|  |
| --- |
| if(Trigger.isBefore){ |
| if(Trigger.isDelete){ |

|  |
| --- |
| if(HelperClass.firstRun){ |
| Trigger.old[0].addError('Before Account Delete Error'); |

|  |  |
| --- | --- |
| HelperClass.firstRun=false; |  |
|  | } |

|  |
| --- |
| } |
| } |

|  |
| --- |
| } |

**27. What is difference between WhoId and WhatId in the Data Model of Task ?**

**Ans :**

WhoID refers to people things. So that would be typically a Lead ID or a Contact ID

WhatID refers to object type things. That would typically be an Account ID or an Opportunity ID

[Check Data Model of task here](http://www.salesforce.com/us/developer/docs/api/Content/sforce_api_erd_activities.htm)

**28. Where is the option of the report for the “Custom Object with related object” and what are the condition to generate related reports?**

**Ans :**

If the parent object is the standard object provided by the salesforce like “Account”, “Contact” then the report will be in there section with related custom object.

If both objects are the custom then the report will be in “**Other Reports**” Sections.

Following are the conditions to get the report of related objects:

* On both the objects, Reports option must be enable.
* The relationship between both of them must be “Master – detail relationship”.

[Read this article, to get detailed idea on this topic.](http://shivasoft.in/blog/webtech/salesforce/where-are-the-reports-for-my-custom-object-with-related-objects-in-salesforce/)

**29. How you can provide the User Login (Authentication) in Public sites created by Salesforce.**

**Answer** : We can provide the authentication on public sites using “Customer Portal”.

**Q.What all comes under SFDC implementation?**

**1. What is the difference between sales force CRM tool and other CRM tools?**

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No need to maintain DB.

We can reduce the cost for designing applications in terms of recruiting staff.

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Mahesh u said like no need to maintain DB & servers in this SFDC platform. So without these, what kind of roles should admin taking care in this SFDC……!

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Functionality of the all tabs in SFDC are same and object only will change in each perspective tab. Almost all tabs are similar.

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Whatever the functionalities done by you in facebook, same functionalities are integrated into the chatter tab. You can share about your status, account information & links. Other users can write a comment on your link. You can see the latest updates from every user in your company and also you can see your followers, groups, your contact information and about yourself. You know everything here is customizable, so you can edit whatever you want in this window.Chatter app in SFDC available as WEB APPLICATION & DESKTOP APPLICATION.

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It shows the all your campaigns and campaigns conducted by others in the company and also you can sort out the campaigns by using filter logic. Here in this based on different filed values like status, owner first name, start date, and end date, you can sort out the campaigns.

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We are having some hover links on top of the page. Those are nothing but related lists. Here in SFDC we are having relationship in between 2 or more tables. Suppose taking an example like a university, for which we need to business for library. So we should have to talk with librarian for knowing the library needs. So we can build the applications regarding the information given by librarian. So here college can stay without librarian but librarian cannot stay without library. So if there is an account, it should have the contact account. That particular account will have the contact information. This is the relationship in SFDC records.

Set Up / App Set Up / Customize:

**Q9. What do you know about “customize” tab under APP setup?**

A: By using this we can, Rename Tabs & labels under customize tab, user’s can be able to change the language and rename the tabs with respect to all header tabs in sales environment.

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A: SFDC platform accept the data from users based on some validation rules, these are nothing but “error condition & corresponding error message”. user can see the error message below the corresponding field.

“validation rules prevent the users from entering the wrong data”.

**Q16.what is a trigger?**

A: Each and every object contain separate validation rules & separate triggers. here trigger will contain the APEX (SFDC proprietary language) code and whenever user want to create a task it will try to create a update record information with ID and value. here the operations may be insertion, deletion, create and update a filed. so “whenever the event occurs correspondingly action will fire”.

**Q16.what is a Filed set?**

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conference rooms and the stuff like that are known as resources.

We have to put in ACTIVE, then only we can use these Public calenders and Resources.

**Q18.what is a Search Layout?**

A.It is also a kind of layout where you can place standard and custom fields, there you can customize the view and show the details whatever we wish.

**Q19.What is Search Result in Search Layout?**

A: Search Results are for search purpose and we can create List Views for filtering the records.

**Q20.what is Activity List View and how it works?**

A: User can edit the “particular layout” by using the Activity List View. In this layout user can only be able to see standard & customs buttons.

**Q21.What is mini page layout?**

A: When we want to see particular user’s important information, then we can place cursor on that particular object then we can able to see some important information. this layout is nothing but “mini page layout”.

**Q22. Where can we find out mini page layout button?**

A: Setup -> Customize -> Contacts -> page layout -> press ‘edit’ on any existing layout -> mini page layout.

We can find out edit page layout button under any object in SFDC thereby we can find out mini page layout button. 7

**Q23.what is campaign influence?**

A.Marketers can have to attend many Campaigns and campaigns will allows them to measure & report on multiple campaigns that have influence a single opportunity.

Influential campaigns can be associated to opportunities manually or automatically.

**Q24.what is a “Lead Assignment Rule”?**

A: If any opportunity doors a company, based on the Lead Assignment Rules, those opportunities will be assigned to particular users or Queues. These Queues will take care of by users.

**Q25.what is a “Web-to-Lead Setup”?**

A:Customer of a certain company (AT&T)can create Lead setup in www.[salesforce.com](http://salesforce.com) based on some pre-existed information.

**Q26.what are “Web-to-Lead Auto-Response Rules”?**

A: These rules with conditions determine which email template to use when responding to leads captured from your website. The rule conditions can be based on any attribute of the incoming lead, including campaign name and status.

**Q27.what is “Related Look-up Filter”?**

A: By using this filter we can see whatever the “Parent Accounts” we want while creating new accounts. Actually we can create the condition to see the parent account in look up filed using this filter.

**Q28.what is the use of “Partner Roles”?**

A: By using this tab we can add the partner and assign new roles to that partner. so we can change already existing rules and assign new rules.

**Q29.what is an “Account Team”?**

A: In case of getting good opportunities from Leads to a particular company, that company will assign that opportunity to a group of people, so that they will work as a Team is called as “Account Team”.

**Q30. I was unable to create ACCOUNT TEAM?**

**Q31.what is the use of “Contact Role”?**

A. In case of creating new opportunity We can add the what ever the roles to a particular contact.

**Q32.what is a “Lead Process” and what is a “Sales Process”?**

A: It is for maintaining different statuses based on the record types is called as “Lead Process”.where as “”sales process” is nothing but maintaining the different “stages” for different record types.

**Q33.what is a “Big Deal Alert”?**

A: we can create some alerts to our mail addresses based on Opportunity Cost.

**Q34.what is a “Similar Opportunity”?**

A: Based on some match criteria sales refs can handle the upcoming similar opportunities like which we got similar opportunities previously.

“Similar opportunity will assign only when we got closed won”.

**Q35.What is “Forecast” in CRM environment?**

A: Forecast is nothing but a future analysis of a company or any organization.

(or)Based on forecast manager of a particular company can be able to see how many opportunities were taken care by sales representatives and will be able to see profit or loss of a business.

**Q36.what is a “Batch submit”?**

A: some times opportunities will be deal by group of people. so in that those people come under batch submit.

**Q37.what are “case escalation rules”?**

A: Based on some criteria these rules were setup and corresponding action will be done based on that specified criteria. If these rules are not satisfied, then we should escalate to top management of a particular company.

**Q38.what is a “Email to case”?**

A: whenever customer send a problem to Email, that will be converted as a case.

**Q39.what is an “Entitle Management”?**

A: By enabling this one, sales reps can tell whether the customer is having product support or not.

**Q40.what is the usage of “Public Solutions” in self\_service tab?**

A: By enabling this one, customers of that particular company can be able to see FAQ’s of a particular product.

**Q41.what is a “Web to Case”?**

A:By using some simple web forms customers of a particular company can send their cases (problems) to customer support people.

**Q42.what is the usage of “Self Service Portal”?**

A: By using this we can create & customize customer self service log in pages. In that page customer can do Self Service. We can develop our own portlets and invite others.

**Q43.what are the advantages of SFDC “Call Center” tool when compared to other?**

A: It can show all the related information of a customer once we entered that customer phone number in SFDC by using some [software.](http://software.so) So that it will increase the “Productivity” of a call center people.

**Q44.what is a “Solution Category”?**

A:we can put all solutions of a particular problem under this tab and we can add the subcategory solutions also. so by using this one customer support representatives can work faster & solve the issues as soon as possible.

**Q45.what is the usage of “schedule setup” in sales tab?**

A: product is very important thing, everything will be considered as product in CRM. By using this schedule setup we can maintain the data related to products, which is useful while generating “reports”.

**Q46.What is “Salesforce to Salesforce” and what are the advantages of it?**

A: It is nothing but maintaining relationship in between two organizations both are using SFDC, so that they can share records.

**Q46.what are Data Categories?**

A: These are nothing but maintaining the records in a hierarchy manner and these records are controlled by administrator. User can easily find out answers under these data categories.

**Q47.What is the functionality of Console?**

A: It provides all similar records into one screen, user can be able to see all records (All user records in SFDC) in one page. so it provides productivity of SFDC user.

**Q48.what are the Tab’s can we see in a console page?**

A: what all tabs can we see in Home page of SFDC, that all Tab’s (records under that tab’s too) user can see in a single screen. user can edit & save the records in that console page.

App Setup / Customize / Salesforce CRM content:

**Q49.what is the advantage of Salesforce CRM content?**

A: SFDC user can share, search and manage the content across the another salesforce application. User can share the information of all types like Word,power point, Audio, Video and Music files.

App Setup / Customize / Content Deliveries:

**Q50.what is the usage of ‘Content Delivery’?**

A: By enabling this one, SFDC user can convert the documents as an online link, so that SFDC user can send these documents to to users outside of organization and inside of an organization. Document may be in any of the formats like Word, Power Point, Audio, Video and Music.content deliveries information is from either accounts, contacts,leads and campaigns.

App Setup / Customize / Search:

**Q51.what is advantage of ‘Knowledge synonym’?**

A: If suppose same content may have different names in SFDC records, we can group all together under synonyms list so that user can access or (search) or (enter into) all records with same name. These synonyms list are treated as equivalent while doing the search.

Administration Setup / Manage Users:

**Q52.what is a Profile & Role? what is the difference?**

A: A profile defines what kind of operations/ actions can a user perform within Salesforce.

Role is nothing but “Related Data/Record and it’s Access”.We can add the roles in a hierarchy manner and can add users to that roles and also we can add a group of users to a Role.We can also deny access to a particular user in the group.

**Q53.what is a Public Group and what are the benefits of it?**

A: We can group the user’s and we can use that group when ever we want. we can send a mail to that group instead of sending individual and also will get the mails from that group. we can add the sub group under public group.

**Q54.what is a Queue?**

A: Queue contains group of records

Group of people can access those records.

Records will be in a queue until accepts them for a processing by a group member otherwise they moved to another place.

Administration Setup / Company Profile:

**Q55:what is an Fiscal Year?**

A: SFDC has defined two types

1) Standard Fiscal Year

2) Custom Fiscal Year

In first one user can able to follow the Gregorian calender(year calender) and he can start on the first day of any month in a year.

Usually many company's dividing the entire year into a 4 quarters, each quarter contains same period of time. By using the custom fiscal year calender, organizations can define the structure of the entire year by using this custom fiscal years. organization or user can modify custom fiscal years at any time when you need change their definition.

**Q56. what is the use My Domain?**

A: By using My Domain, any organization can select their own domain name and using that can log-in into salesforce.By including custom domain name in the URL, organization will get an advantages like Data Security and that organization name included in the URL of that

organization.

Administration Setup / Security Controls:

**Q57.what is the importance of ‘Sharing Rules’?**

A: These will help in providing more Access Rules & Accessibility Rights to users. By using these rules we can provide accessibility from one group to another group & one role to another [role.](http://role.so) So users of one group can access the information of another group like that we can share the roles in between the users.

**Q58.what are the differences in between ‘Assignment Rules’ and ‘Sharing Rules’?**

A: Assignment Rules specify how leads are assigned to users or (assign lead to person ) .

Two types assignment rules are ‘Lead Assignment Rules’ & ‘Case Assignment Rules’.

Sharing Rules specify how users will get data access from other accounts.

Basically trying to get the access of other users.

**Q59.what is ‘Filed Accessibility’?**

A: provide accessibility and visibility of the fields. Based on profiles, record types and fields ,we can provide the accessibility. This is a kind of security.

**Q60.what is the usage of ‘Password Policies’ & ‘Session Settings’?**

A: By using password policies we can provide a security to an organization or a company. These policies may be Password should contain at least 8 characters & 2 alpha numeral's, should not given last three passwords like that.

Session Settings allows users can give session timeout value, so that session will be closed by itself after that time. so these are a kind of security things in SFDC.

**Q61.what is ‘Network Access’?**

A: Network Access is nothing but providing security to a particular organization or to a company by using some log-in ip address range. so users with in these ip addresses range only can access the SFDC of that particular company or an organization. So users with in the ip address range can enter into SFDC without registering their computers. Users from outside of LAN should register their computers, so that they will get a mail with one link and temporary password, with that users can log-in to SFDC. It is also kind of security one in SFDC Platform.

**Q62.what is a ‘Packet Support Access’?**

A: It is nothing but a combination of SFDC and some other add-on (software or a technology)by another company, they will customize some futures to it, so that, it will be helpful to certain group of business people much. It is more advantagious to particular group of business people not to entire world.

**Q63.what are the uses of ‘Single Sign-on Key Management’?**

A: It is particularly used when a user trying to have single sign-on into SFDC or to any company related website from outside of an company or organization. Once sign into a company with single sign-on, no need to log in again to another domains of that company.

**Q64.what is difference between self signed & CA certificate?**

A: Certificate generated by you is called as ‘self signed’.

Certificate signed by certified authority is called as ‘CA certificate’.

**Q65.what is a ‘single sign-on settings’?**

A: By enable this setting, we can allow outside users into a [www.salesforce.com](http://www.salesforce.com) with identity provider certificate. By providing single sign-on certificate, we can log-in to multiple websites.

**Q66.what is an ‘Identity Provider’?**

A: It is useful when we are switching from one service provider to another service provider, So for providing identity provider we need to have one domain name.

**Q67.what is ‘view set up audit trail’ in SFDC?**

A: By using this we can tell about last 20 days information of your organization like at what time you logged-in, what you have did and when did you logged-out like that.

**Q68.what is the usage of ‘Expire all Passwords’?**

A: If some of the password in an organization got messed up due to some reasons, at that time you want to make all existing passwords as expired, in that case it is very helpful. So that users can create a new ones.

**Q69.what is ‘Delegated Administration’?**

A: In case of actual admin is unable to attend for the job, in that case we can use delegated group members as temporary administrator for a week or month.

**Q70.what is ‘Remote Site Settings’ in SFDC?**

A: Here we can add multiple application website URL’s, so users can jump into those applications from salesforce.

**Q71.what is the purpose of ‘Communication Templates’?**

A: Communication between users and sales representative (or) administrators will be happen by using these Communication Templates. Any communication in between two users is done by using these templates.

**Q72.what are ‘Mail Merge Templates’?**

A: MS Office Word Documents with merge fields are called as Mail Merge Templates. These are also for communication purpose.

Administration Setup / Translation Workbench:

**Q73.what are the advantages of ‘Translation Workbench’?**

A: By using this we can assign the Translators for different languages supported by our organization.

**Q74.what is an ‘Export’ & ‘Import’?**

A: We can export 3 kinds of text like source (text of this file is translatable one), untranslated (receiver should have translated the file) and bilingual (text included in the files is translatable) by using export.

Import is designed for receiving the files which have been exported.

Administration Setup / Data Management:

**Q75.what is ‘Data Management’?**

A: Data management is nothing but tells about how we are going to manage the data like inserting, deleting, updating and modifying the data in SFDC.

**Q76.what is an ‘Analytical Snapshot’?**

A: By using this, users can generate the reports & save those reports and also can create dash boards by using already summarized data.

**Q77.what is ‘Import Accounts / Contacts / Leads / Solutions / Custom Objects’?**

A: It is nothing but grouping all the data (records) in a CSV (comma separated value) file, and import that one to everybody in different organization. Here custom objects are nothing but objects created by you and we can import the into our custom objects.

**Q78.what is Data Export’?**

A: Exporting the all the data from SFDC to outside world and we can use that data wherever we want. In-case system crash happened in future, we can use these imported data.

**Q79.what do you know about ‘Mass Transaction’?**

A: Mass Transfer Accounts: In-case of one employee moving from our company to another we can transfer all accounts of that employee to another employee in our company at a time.

Mass Delete Records: if you want to do deletion of more than one record, we can use this option.

Mass Account Team Reassign: we can assign the mass records to account team which is already created one.

Mass Update Address: we can update one address here, it is going to change everywhere in SFDC

**Q80.what is a ‘Data Loader’?**

A: salesforce import / export functionality will not allow a import file with 50,000 records or (the bulk operations).So if you want to import /export / update / delete more than 50,000 records we can use this data loader. It’s a client application.

Administration Setup / Monitoring:

Here we can monitor everything in what we are did & what we are doing in Salesforce.com.

**Q81. what is the usage of ‘Imports ’ tab here?**

A: we can monitor the imports what ever we did in sfdc.

**Q82.what is the usage of ‘case escalations’ tab here?**

A: we can monitor the case escalation queue based on given criteria here.

**Q83.what is the usage of ‘entitlement process’ tab here?**

A: If a customer is having any problem with the product he can make a call to customer support people and he can ask for support. Then customer support people should check whether this customer is authorized for support or not based on the entitlement. If he is having a entitlement for support process, they will help in to solve that problem.here in this tab we can monitor the entitlement process queue here.

**Q84.what is an ‘API Usage Notification’?**

A: Here we are web service API’s. whenever we are using these API’s, that notification will go to particular defined person.

**Q85.what is a ‘Debug Logs’?**

A: These will help you to check the debug messages.It is basically display whatever changes done by user on any records or data in SFDC.

**Q86.what is an ‘Bulk Data Load Jobs’?**

A: If we are doing any data loader operation, we can see that operations under this tab. It’s a monitor purpose tab.

**Q87.what is an ‘Email Log’?**

A: By using this one we can monitor whatever emails sent / recieved to and from salesforce.com. If you want to verify some of the emails, you can get those emails by sending a request to this Email Log.

Administration Setup / Mobile Administration:

**Q89. what is a ‘Mobile Configuration’?**

A: By giving phone number, we can configure salesforce in our mobile by using this tab.

Administration Setup / Desktop Administration:

**Q90.what is an ‘Outlook Configuration’?**

A: If you want to import all contacts from outlook we can go with this application and get connected to outlook.

**Q91.what is an ‘Offline Briefcase Configurations’?**

A: This is an awesome application in SFDC. By using this one we can get access the data of SFDC without Internet connection.

Administration Setup / Email Administration:

**Q92.what is an organization wide email?**

A: By using this, users under one profile can use same email address for sending / receiving emails in organization wide.

**Q93.what is a ‘Compliance BCC email’?**

A: If you are enable this one, you will get the one copy of email whatever out going from your company.

**Q94.what is a ‘Test Deliverability’?**

A: Salesforce.com send emails to all companies who are using their products from 38 ip addresses. By providing email address in this test deliverability, we can check all the emails we have got or not.

**Q95.what is ‘Delete Attachments Sent As Links’?**

A: Suppose users of a company got an mass email, which is having links as an attachments, those will occupy lots of memory space, so administrator of that organization have to take care of those mass emails and he/she should have to delete those emails as early as possible.

**Q96.what is an ‘Email Footer’?**

A: We can create our custom email footer, which we can as use for single email or organization wide mass emails.

Administartion Setup / Google Apps:

**Q97.what are the advantages of having ‘Google Apps’ in SFDC?**

A: Once getting the licence from google apps, we can get the powerful communication and collaboration tools into our SFDC platform. They are like business GMail, calender, instant messaging, and documents. we can integrate all these apps with SFDC.

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**Q20.what is Activity List View and how it works?**

A: User can edit the “particular layout” by using the Activity List View. In this layout user can only be able to see standard & customs buttons.

**Q21.What is mini page layout?**

A: When we want to see particular user’s important information, then we can place cursor on that particular object then we can able to see some important information. this layout is nothing but “mini page layout”.

**Q22. Where can we find out mini page layout button?**

A: Setup -> Customize -> Contacts -> page layout -> press ‘edit’ on any existing layout -> mini page layout.

We can find out edit page layout button under any object in SFDC thereby we can find out mini page layout button. 7

**Q23.what is campaign influence?**

A.Marketers can have to attend many Campaigns and campaigns will allows them to measure & report on multiple campaigns that have influence a single opportunity.

Influential campaigns can be associated to opportunities manually or automatically.

**Q24.what is a “Lead Assignment Rule”?**

A: If any opportunity doors a company, based on the Lead Assignment Rules, those opportunities will be assigned to particular users or Queues. These Queues will take care of by users.

**Q25.what is a “Web-to-Lead Setup”?**

A:Customer of a certain company (AT&T)can create Lead setup in www.[salesforce.com](http://salesforce.com/) based on some pre-existed information.

**Q26.what are “Web-to-Lead Auto-Response Rules”?**

A: These rules with conditions determine which email template to use when responding to leads captured from your website. The rule conditions can be based on any attribute of the incoming lead, including campaign name and status.

**Q27.what is “Related Look-up Filter”?**

A: By using this filter we can see whatever the “Parent Accounts” we want while creating new accounts. Actually we can create the condition to see the parent account in look up filed using this filter.

**Q28.what is the use of “Partner Roles”?**

A: By using this tab we can add the partner and assign new roles to that partner. so we can change already existing rules and assign new rules.

**Q2**

**Q30. I was unable to create ACCOUNT TEAM?**

**Q31.what is the use of “Contact Role”?**

A. In case of creating new opportunity We can add the what ever the roles to a particular contact.

**Q32.what is a “Lead Process” and what is a “Sales Process”?**

A: It is for maintaining different statuses based on the record types is called as “Lead Process”.where as “”sales process” is nothing but maintaining the different “stages” for different record types.

**Q33.what is a “Big Deal Alert”?**

A: we can create some alerts to our mail addresses based on Opportunity Cost.

**Q34.what is a “Similar Opportunity”?**

A: Based on some match criteria sales refs can handle the upcoming similar opportunities like which we got similar opportunities previously.

“Similar opportunity will assign only when we got closed won”.

**Q35.What is “Forecast” in CRM environment?**

A: Forecast is nothing but a future analysis of a company or any organization.

(or)Based on forecast manager of a particular company can be able to see how many opportunities were taken care by sales representatives and will be able to see profit or loss of a business.

**Q36.what is a “Batch submit”?**

A: some times opportunities will be deal by group of people. so in that those people come under batch submit.

**Q37.what are “case escalation rules”?**

A: Based on some criteria these rules were setup and corresponding action will be done based on that specified criteria. If these rules are not satisfied, then we should escalate to top management of a particular company.

**Q38.what is a “Email to case”?**

A: whenever customer send a problem to Email, that will be converted as a case.

**Q39.what is an “Entitle Management”?**

A: By enabling this one, sales reps can tell whether the customer is having product support or not.

**Q40.what is the usage of “Public Solutions” in self\_service tab?**

A: By enabling this one, customers of that particular company can be able to see FAQ’s of a particular product.

**Q41.what is a “Web to Case”?**

A:By using some simple web forms customers of a particular company can send their cases (problems) to customer support people.

**Q42.what is the usage of “Self Service Portal”?**

A: By using this we can create & customize customer self service log in pages. In that page customer can do Self Service. We can develop our own portlets and invite others.

**Q43.what are the advantages of SFDC “Call Center” tool when compared to other?**

A: It can show all the related information of a customer once we entered that customer phone number in SFDC by using some [software.](http://software.so/) So that it will increase the “Productivity” of a call center people.

**Q44.what is a “Solution Category”?**

A:we can put all solutions of a particular problem under this tab and we can add the subcategory solutions also. so by using this one customer support representatives can work faster & solve the issues as soon as possible.

**Q45.what is the usage of “schedule setup” in sales tab?**

A: product is very important thing, everything will be considered as product in CRM. By using this schedule setup we can maintain the data related to products, which is useful while generating “reports”.

**Q46.what are Data Categories?**

A: These are nothing but maintaining the records in a hierarchy manner and these records are controlled by administrator. User can easily find out answers under these data categories.

**Q47.What is the functionality of Console?**

A: It provides all similar records into one screen, user can be able to see all records (All user records in SFDC) in one page. so it provides productivity of SFDC user.

**Q48**

**Q51.what is advantage of ‘Knowledge synonym’?**

A: If suppose same content may have different names in SFDC records, we can group all together under synonyms list so that user can access or (search) or (enter into) all records with same name. These synonyms list are treated as equivalent while doing the search.

Administration Setup / Manage Users:

**Q52.what is a Profile & Role? what is the difference?**

A: A profile defines what kind of operations/ actions can a user perform within Salesforce.

Role is nothing but “Related Data/Record and it’s Access”.We can add the roles in a hierarchy manner and can add users to that roles and also we can add a group of users to a Role.We can also deny access to a particular user in the group.

**Q53.what is a Public Group and what are the benefits of it?**

A: We can group the user’s and we can use that group when ever we want. we can send a mail to that group instead of sending individual and also will get the mails from that group. we can add the sub group under public group.

**Q54.what is a Queue?**

A: Queue contains group of records

Group of people can access those records.

Records will be in a queue until accepts them for a processing by a group member otherwise they moved to another place.

Administration Setup / Company Profile:

**Q55:what is an Fiscal Year?**

A: SFDC has defined two types

1) Standard Fiscal Year

2) Custom Fiscal Year

In first one user can able to follow the Gregorian calender(year calender) and he can start on the first day of any month in a year.

Usually many company's dividing the entire year into a 4 quarters, each quarter contains same period of time. By using the custom fiscal year calender, organizations can define the structure of the entire year by using this custom fiscal years. organization or user can modify custom fiscal years at any time when you need change their definition.

**Q56. what is the use My Domain?**

A: By using My Domain, any organization can select their own domain name and using that can log-in into salesforce.By including custom domain name in the URL, organization will get an advantages like Data Security and that organization name included in the URL of that

organization.

Administration Setup / Security Controls:

**Q57.**

**Q**

**Q61.what is ‘Network Access’?**

A: Network Access is nothing but providing security to a particular organization or to a company by using some log-in ip address range. so users with in these ip addresses range only can access the SFDC of that particular company or an organization. So users with in the ip address range can enter into SFDC without registering their computers. Users from outside of LAN should register their computers, so that they will get a mail with one link and temporary password, with that users can log-in to SFDC. It is also kind of security one in SFDC Platform.

**Q62.what is a ‘Packet Support Access’?**

A: It is nothing but a combination of SFDC and some other add-on (software or a technology)by another company, they will customize some futures to it, so that, it will be helpful to certain group of business people much. It is more advantagious to particular group of business people not to entire world.

**Q63.what are the uses of ‘Single Sign-on Key Management’?**

A: It is particularly used when a user trying to have single sign-on into SFDC or to any company related website from outside of an company or organization. Once sign into a company with single sign-on, no need to log in again to another domains of that company.

**Q64.what is difference between self signed & CA certificate?**

A: Certificate generated by you is called as ‘self signed’.

Certificate signed by certified authority is called as ‘CA certificate’.

**Q65.what is a ‘single sign-on settings’?**

A: By enable this setting, we can allow outside users into a [www.salesforce.com](http://www.salesforce.com/) with identity provider certificate. By providing single sign-on certificate, we can log-in to multiple websites.

**Q66.what is an ‘Identity Provider’?**

A: It is useful when we are switching from one service provider to another service provider, So for providing identity provider we need to have one domain name.

**Q67.what is ‘view set up audit trail’ in SFDC?**

A: By using this we can tell about last 20 days information of your organization like at what time you logged-in, what you have did and when did you logged-out like that.

**Q68.what is the usage of ‘Expire all Passwords’?**

A: If some of the password in an organization got messed up due to some reasons, at that time you want to make all existing passwords as expired, in that case it is very helpful. So that users can create a new ones.

**Q69.what is ‘Delegated Administration’?**

A: In case of actual admin is unable to attend for the job, in that case we can use delegated group members as temporary administrator for a week or month.

**Q70.what is ‘Remote Site Settings’ in SFDC?**

A: Here we can add multiple application website URL’s, so users can jump into those applications from salesforce.

**Q71.what is the purpose of ‘Communication Templates’?**

A: Communication between users and sales representative (or) administrators will be happen by using these Communication Templates. Any communication in between two users is done by using these templates.

**Q72.what are ‘Mail Merge Templates’?**

A: MS Office Word Documents with merge fields are called as Mail Merge Templates. These are also for communication purpose.

Administration Setup / Translation Workbench:

**Q73.what are the advantages of ‘Translation Workbench’?**

A: By using this we can assign the Translators for different languages supported by our organization.

**Q74.what is an ‘Export’ & ‘Import’?**

A: We can export 3 kinds of text like source (text of this file is translatable one), untranslated (receiver should have translated the file) and bilingual (text included in the files is translatable) by using export.

Import is designed for receiving the files which have been exported.

Administration Setup / Data Management:

**Q75.what is ‘Data Management’?**

A: Data management is nothing but tells about how we are going to manage the data like inserting, deleting, updating and modifying the data in SFDC.

**Q76.**

**Q77.what is ‘Import Accounts / Contacts / Leads / Solutions / Custom Objects’?**

A: It is nothing but grouping all the data (records) in a CSV (comma separated value) file, and import that one to everybody in different organization. Here custom objects are nothing but objects created by you and we can import the into our custom objects.

**Q78.what is Data Export’?**

A: Exporting the all the data from SFDC to outside world and we can use that data wherever we want. In-case system crash happened in future, we can use these imported data.

**Q79.what do you know about ‘Mass Transaction’?**

A: Mass Transfer Accounts: In-case of one employee moving from our company to another we can transfer all accounts of that employee to another employee in our company at a time.

Mass Delete Records: if you want to do deletion of more than one record, we can use this option.

Mass Account Team Reassign: we can assign the mass records to account team which is already created one.

Mass Update Address: we can update one address here, it is going to change everywhere in SFDC

**Q80.**

**Q81. what is the usage of ‘Imports ’ tab here?**

A: we can monitor the imports what ever we did in sfdc.

**Q82.what is the usage of ‘case escalations’ tab here?**

A: we can monitor the case escalation queue based on given criteria here.

**Q83.what is the usage of ‘entitlement process’ tab here?**

A: If a customer is having any problem with the product he can make a call to customer support people and he can ask for support. Then customer support people should check whether this customer is authorized for support or not based on the entitlement. If he is having a entitlement for support process, they will help in to solve that problem.here in this tab we can monitor the entitlement process queue here.

**Q84.what is an ‘API Usage Notification’?**

A: Here we are web service API’s. whenever we are using these API’s, that notification will go to particular defined person.

**Q85.what is a ‘Debug Logs’?**

A: These will help you to check the debug messages.It is basically display whatever changes done by user on any records or data in SFDC.

**Q8**.

**Q87.what is an ‘Email Log’?**

A: By using this one we can monitor whatever emails sent / recieved to and from salesforce.com. If you want to verify some of the emails, you can get those emails by sending a request to this Email Log.

Administration Setup / Mobile Administration:

**Q89. what is a ‘Mobile Configuration’?**

A: By giving phone number, we can configure salesforce in our mobile by using this tab.

Administration Setup / Desktop Administration:

**Q90.what is an ‘Outlook Configuration’?**

A: If you want to import all contacts from outlook we can go with this application and get connected to outlook.

**Q91.what is an ‘Offline Briefcase Configurations’?**

A: This is an awesome application in SFDC. By using this one we can get access the data of SFDC without Internet connection.

Administration Setup / Email Administration:

**Q92.what is an organization wide email?**

A: By using this, users under one profile can use same email address for sending / receiving emails in organization wide.

**Q93.what is a ‘Compliance BCC email’?**

A: If you are enable this one, you will get the one copy of email whatever out going from your company.

**Q94.what is a ‘Test Deliverability’?**

A: Salesforce.com send emails to all companies who are using their products from 38 ip addresses. By providing email address in this test deliverability, we can check all the emails we have got or not.

**Q95.what is ‘Delete Attachments Sent As Links’?**

A: Suppose users of a company got an mass email, which is having links as an attachments, those will occupy lots of memory space, so administrator of that organization have to take care of those mass emails and he/she should have to delete those emails as early as possible.

**Q96.what is an ‘Email Footer’?**

A: We can create our custom email footer, which we can as use for single email or organization wide mass emails.

Administartion Setup / Google Apps:

**Q97.what are the advantages of having ‘Google Apps’ in SFDC?**

A: Once getting the licence from google apps, we can get the powerful communication and collaboration tools into our SFDC platform. They are like business GMail, calender, instant messaging, and documents. we can integrate all these apps with SFDC.