1.Which function records the database operations, system processes, and errors that occur when executing a transaction or while running unit tests?

A. System Log

B. Debug Log

C. Monitoring

D. Setup Audit Trail

2. Dated Exchange Rates are not used for?

A. Forecasting

B. Opportunities

C. Opportunity products

D. Opportunity product schedules

3. A user has Read only Access to the account, will he be able to attach the File in the Attachment related list on a record?

A. Yes

B. No

C. Yes,If the file is less then 5 MB

D. Yes, if file is more than 5 MB .

4. After creating a custom report type, can the user change the Primary object associated with that Report Type?

A. Yes

B. No

C. Depends on the Profile Permissions

D. No Concept of Primary Object in Custom Report Type

5. Which of the following is not true regarding Custom Summary Formula fields?

A. Summary formula can reference another summary formula

B. When fields are deleted, they are also deleted from the summary formulas that reference them

C. One can have 5 Custom Summary Formulas on a report

D. The summary types Sum, Largest Value, Smallest Value, and Average are not available for use with the Record Count Field

6. To deploy a piece of code from sandbox to Production, What percentage of test coverage is necessary?

A. 25

B. 50

C. 75

D. 100

7.For dynamic dashboards, Running user can be set as the logged-in user?

A. True

B. False

8.Default values can be set on the Dependent Picklist Fields?

A. True

B. False

9.Roll-up summary and formula fields are always read only on detail pages and not available on edit pages?

A. True

B. False

C. Only applicable to Roll-up Summary Fields

D. Only applicable to Formula Fields

10.The Size Limit of Attachments in SFDC is?

A. 5MB

B. 10MB

C. 15MB

D. 20MB

E. No Such Limit

11. Dynamic Dashboards can have a Scheduled Refresh?

A. True

B. False

12.Standard reports parameters (Available Fields, Criteria, time Frame) be changed and saved in the same Standard Report?

A. True

B. False

13.How do you enable the multi Currency Feature in Salesforce.com?

A. Enable it from the Sidebar component of Setup

B. Enable it from the profiles

C. Enable it from going in to the Currency Tab

D. Enable it by raising a case with salesforce.com

14. Standard fiscal years can start on the first day of any month of the year?

A. True

B. False

Answers :

1. b | 2. a | 3. b | 4. b | 5. a | 6. c | 7. a | 8. b | 9.a | 10. a | 11. b | 12 . b | 13. d | 14. a

**Standard objects in Salesforce**

Salesforce has a set of standard objects. A very highlevel overview of these objects is included below.

|  |  |
| --- | --- |
| **Object** | **Description** |
| Account | Individuals or companies involved in business relationship. These could be customers, partners or competitors. |
| Contact | Individuals within an account |
| Opportunity | Potential revenue generating activity or event |
| Case | Description of the problem that a customer may have raised |
| Solution | Description of an issue and its resolution. Solution knowledge base refers to collection of all solutions in an organization. |
| Forecast | Estimated quarterly revenue of an organization |
| Document | These are stored in folders. Folders determine access to the documents. |
| Report | Analysis of data stored in standard or custom objects |
| Dashboart | Groups of charts or graphical data generated from reports |
| Activity | These include tasks and calendar events |
| Product | Items that are sold to the customer |
| Campaign | Marketing projects |
| Lead | Companies that may be interested in the product. |

**Salesforce Applications**

1. To access Force.com platform visit the URL [https://login.salesforce.com](https://login.salesforce.com/) and click on the Setup link in the top nav bar.

2. To access apps, select Create|Apps menu in the left navbar.

3. To create a new Application, a developer needs to specify App Label, App name, description, custom app logo and a list of tabs. App Label is displayed to users, and App name is the internal name referred in code.

4. An application is a set of tabs.

5. Tabs are of three types

A. Custom object Tab

B. Web Tab

C. Visual force Tab

6. Tabs are used to organize objects and records. Each tab is associated with a unique object. A tab also lets you specify a color and an image.

7. One of the tabs in the application is a default landing page.

8. Saved applications appear in the Apps menu on the top left navbar

9. Salesforce provides a Force.com IDE. This is an eclipse plugin application that provides a development environment for VisualForce and Apex.

10. In Salesforce code without desired test coverage cannot be deployed. A minimum of 75% test coverage must be achieved before deployment.

11. Native User Interface refers to the default user interface that Salesforce provides

**Approvals and Workflow in Salesforce**

Salesforce provides extensive support for implementation of workflow and approvals.

1. A queue can hold a predefined set of objects and consists of a set of users. Any of the queue members can pick up tasks assigned to the queue. Users or Queues can be owners of records.

**Approval processes**

Salesforce supports wizard based easy to configure approval process. After an object is selected, the wizard guides the user through a step-by-step setup. Approval process is triggered when a user clicks on the "Submit for approval" button.

**2. The approval process consists of the following steps -**

A. Process definition

B. Initial submission actions

C. Step definitions

D. Final Rejection actions

E. Final Approval actions

F. Final Recall actions

**3. The Process Definition step consists of the following sub-steps:**

A. Provide the name of process

B. Specify entry criteria for records

C. Specify who is going to approve

D. Specify email template

E. Fields to be displayed in the approver page

F. Specify who is going to send approval mail

4. Workflow rules are like triggers. Action is triggered when a record meets an evaluation criteria. Workflow rules definition does not impact existing records. Workflow rule gets applied to new record creation or edits.

**5. Workflow rule consists of three steps**

A. Select the object

B. Specify evaluation criteria (when should the workflow rule be executed, example for new records are created)

C. Define rule criteria (example when status of job applicant is approved)

6. Workflow actions can include sending an email, setting values to fields, sending an external message or creating a task.

7. There are two differences between Workflows and Approval process

|  |  |
| --- | --- |
| **Workflow** | **Approval process** |
| They are activated when a record is saved. | approval process are triggered by explicitly clicking the "Submit for Approval" button. |
| Workflow consists of single step and single action | Approval process consists of multiple steps. Also different action is taken based upon whether the record is approved or rejected. |
| Workflows can be modified or deleted. | In approvals some attributes cannot be modified. Processes must be deactivated before approvals can be deleted. |

8.Time-based workflow allows action to be triggered after a delay. As an example we could implement following business logic using time-based workflow: In a recruitment application if for no high priority position no candidates are assigned in a week, then send a mail to Recruitment Manager.

9. Time-based workflow cannot be executed when evaluation is set to "Every time a record is created or updated".

10. Approval processes can be single or multiselect process. Multi-select processes require end user authorization for record promotion.

11. Approval process is unique for object type.

12. Parallel approval process allows specifying (upto 25) multiple approvers simultaneously. The approver setting could be set to unanimous or first action. In unanimous parallel approval process, all approvers must approve a request, before it is considered as approved.

13. Possible actions of workflow and approval process are -

A. Creating a task

B. Sending a message to external system (outbound message)

C. Updating a field value

D. Sending an email

E. Locking a record

14. Outbound message helps keeping salesforce coordinated with other applications.

15. Dynamic approval process is used to route approval requests to users listed in lookup fields on the record requiring approval. In this, approver names are defined dynamically from an object.

16. Process Visualizer provides Read only visual of an Approval process. It can be accessed by clicking on “View Diagram” button.

**Overview of Security in Force.com development platform**

1. Every user in Salesforce has a profile. Profiles are of two types.

A. Standard profile

B. Custom profile

A user's profiles determines access to objects, and fields in objects.

2. There are six type of standard profiles -

A. Standard user

B. System Administrator

C. Contract Manager

D. Marketing User

E. Read Only

F. Solution Manager

3. Profiles control-

A. The objects the user can access

B. The fields of the object the user can access

C. The tabs the user can access

D. The apps the user can access

E. The page layout that is assigned to the user

F. The record types available to the user

4. Standard profiles cannot be deleted. Access permissions to objects (and their fields) of standard profiles cannot be edited. Standard profiles have access to all standard objects. Read-only profile have read-only access to objects. However access to tabs and applications can be configured for standard profiles.

5. Access permissions of Custom profiles can be edited. Custom Profiles are created by developers by cloning from a standard profile.

6. For each profile one application has default status.

7. Record Types are associated with profiles. Record type play two important roles in Salesforce -

A. They help define values to be shown in picklist for different profiles.

B. They are used to define a mapping between page layout and profiles. This ensures that different users are displayed different views of the same page, depending upon the layout template selected.

8. A record is an instance of an object.

9. Removing a field from page layout does not ensure that security of that field. The field may still be accessible using the API.

10. Security in Salesforce is defined at multiple levels. These levels are -

A. Security at object level

B. Security at field level

C. Security at record level

i. Organization-wide defaults

ii. Role-hierarchy

iii. Sharing rules

iv. Manual Sharing

11. Object level security is given to profile level. Object level security is set up via Manage Users-->Profile section. Access for Read, Create, Edit & Delete can be set at standard and custom objects.

12. Field-level security is also applied at profile level. The field-level security is available via the "Set Field-level security" button in the field definition page. At field level, for each profile valid settings are Visible and Read-only.

When a user logs in the list of objects that are displayed to her is determined by object level security, and list of fields that are displayed to the user is determined by field level security settings of that profile.

13. The next set of security concepts work at record level. These constraints determine which records should be displayed to the users. The four constraints that determine record level access are - organization-wide defaults, role-hierarchy, sharing rules and manual sharing.

14. OWD stands for Organization wide defaults. This setting is defined at object level. OWD defined the default record level sharing for objects. All profiles get at least the privileges defined in OWD. OWD takes three different values -

A. Private (Cant view and edit)

B. Public Read only (Can view)

C. Public Read-Write (Can view and edit)

15. Key concepts about Organization wide default -

1. To find out what should be set as OWD for an object, first find out which user requires least access to an object. OWD is set based upon this users access requirement.

2. Most restrictive record access is defined using OWD. Access to additional records is made available through Role hierarchy, Sharing rules, Manual sharing.

3. We can set OWD settings for both Standard and Custom Objects.

4. Changing OWD settings can delete Manual Sharing if that sharing is no longer needed.

5. Public Read/Write is default OWD settings.

16. Role Hierarchy allows additional users access to records. A hierarchy of roles is defined based upon access requirements at record level. Each user belongs to a unique role. If a role has access to some record, than its parent and ancestors will also have access to this record. Roles can be created using the Manager Users menu. Roles are used to control record access, where as profiles are used to specify access at object and field level.

17. Public group used in a sharing rule. It is used to give access to folders. It consists of users, roles or "roles and subordinates". The default Public Group is “Entire Organization”. We cannot assign Public Groups to profiles.

18. Another related concept that Salesforce defines is Public group. Public group consists of users, roles or "roles and subordinates".

19. Sharing rule is defined using public groups. Record that match certain condition can be assigned to users in public groups using Sharing Rules. Sharing rules functionality is available via the menu Sharing Settings.

20. Manual Sharing is used to grant one-off access. Manual sharing can be granted by record owner, any one above the owner in role hierarchy and System Administrator. Manual sharing is used to handle exception cases where access to a particular record needs to be given to a specific user. There is a Sharing button on the records page. This is used to provide manual sharing. The Ownership of the record can be transferred to any user who has at least Read permission on the record.

21. If the Read permission for the object is revoked from the users profile, the user will not be able to see their own record.

22. Full access to the records means user can View, Edit, Transfer Ownership, Delete and Share the record. Full access is granted to:

o Record Owner

o Users above record owner in role hierarchy.

o Users with “Modify All Data “ permission i.e. Admin

23. Apex Sharing Reasons can have upto 10 Apex Sharing Reasons. It can only be given for Custom Objects.

**Salesforce Business Logic**

Business logic is a set of rules and calculations that handle information exchange between User Interface and Database. Declarative Business Logic includes: Queues, Workflows, Validation and Assignment Rules, Rollup summary fields, Cross Object fields.

Programmatic Business Logic includes Apex, Visualforce Controllers, Web Services API. Automated processes are:

o Validation Rules

o Assignment Rules

o Auto Response Rules

o Workflow Rules

o Escalation Rules

Queues are used to manage a shared workload more effectively.

2. Validation rules can be attached to fields. They are executed when a record is created or updated.

3.When defining a validation rule, an error condition and error message are defined. If evaluation of error condition results in true value, record is not saved, and the error message is generated.

4. Some fields are of type Formula. They are derived from other fields. Validation rules and formula follow the same expression language.

**5. A set of functions used in Formulae are included below.**

|  |  |
| --- | --- |
| **Formulae** | **Description** |
| TODAY() | Returns todays date |
| IF(expr,x,y) | if expr is evaluated to true, x is returned, else y is returned |
| TEXT(field) | Returns the text value of a picklist |
| ISPICKVAL(field,value) | Checks whether value of field matches the input parameter. Returns true if there is a match |
| ISBLANK(field) | Returns true if field is blank |
| AND(expr1,expr2) | Performs a logical AND |
| OR(expr1,expr2) | Performs a logical OR |
| HYPERLINK(url,text) | Creates a link to the specified url |
| ISCHANGED(field) | Checks id the field's value has changed |
| PRIORVALUE(field) | Returns the previous value of field |
| ISNEW() | Returns true if a new record is being created. |
| INUMBER() | Returns true if the field is a number |
| IMAGE() | Used to display an image |
| REGEX() | Compares a text field to a regular expression and returns true if there is a match |
| VLOOKUP() | In an object consisting of key value pair, VLOOKUP returns value for a key |

6. A few things on these functions:

o Case(), If() and IsNumber() are available for all features like approval, workflow, validation and formula.

o Image() is only for Formula fields.

o Vlookup() is for Validation rules.

o IsChanged() and PriorValue() are for workflow, only when “everytime a record is created or updated”.

7.Methods are used in Formulae fields, Validation rules, Workflow rules, Field updates, Default values and Approval process. Some of these methods are only available in certain areas. CASE, IF, ISNUMBER are available in all places. IMAGE is available only in formulae fields. VLOOKUP is available only in validation rules.

8.Cross-object formula span two or more objects by referencing merge fields.

9.Difference between Roll Up and Cross Object Fields:

1. In cross object formulas, we navigate from child object to parent or grand parent object(up to 5 levels). Field is displayed on child object. While in Roll Up Summary Fields, we navigate from Parent to Child object.

2. Formula fields do not store the value on the record but Roll Up Summary fields stores the value and changes can be seen on parent.

10. Limitations of Cross Object Fields:-

0. You can’t reference cross obect formula in roll up summary field.

1. You cannot reference merge field for objects related to activities.

2. You cannot reference record owner merge field for any object.

**Debugging Tools**

11. View Setup Audit Trail is used to view list of configuration changes. It is available in Security Controls menu in the Setup area. Examples of audit trail are creation of object, adding a new field, changing field type or setting up a new approval process. By default 20 last configuration changes are displayed. Changes made in last 180 days can be exported into a csv file. It can be configured by admin or developer.

12. Field history tracking can be enabled at object level at the time of creation of objects. Up to 20 fields can be tracked for one object. As an example, any changes in field values are stored as part of Field history tracking. During Field history tracking, Time of change, user who made the change, prior value and new values are stored. For data types Multiselect Picklist and text area (long), previous and new values are not saved.

In the Custom Fields and Relationship area of Object configuration, "Set History Tracking", is used to enable field level tracking. Review History related list can then be added to page layout to view changes to fields.

13. Force.com platform provides three main mechanisms for debugging errors. These are also known as Auditing tools:-

. **Field history** allows developers to track changes to field values of up to 20 fields for any object.

A. **Debug Logs** is a persistent store in which logs are stored for transactions performed by up to 20 users.

B. **System Logs** allows developers to run apex commands and view the logs

C. **Setup Audit trail** allows developers to view all configuration changes (example creation of object, changing field type, creating a workflow etc.) made in last 180 days.

14. Setup Audit Trail of Salesforce is used to track configuration changes made. Example of configuration changes are date of change, description of the change, user who made the change. Twenty most recent changes are displayed in the audit trail. Last 180 days changes can be exported into a csv file. View Setup Audit Trail feature is available via the Security Control menu.

15. There is a link to System Log at the upper right corner of the page. System Log allows developers to enter Apex code and see the results of running this code. System Log display information about workflow rules, validation rules, debugging information and resource utilization.

16. To control quantum of logging, system log takes two parameters Log category and Log level. Log categories can take the following values -

o None

o Database

o Workflow

o Validation

o Callout

o Apex code

o Apex profiling

Log level indicates level of detail in the message. It takes the following values

o None

o Error

o Warn

o Info

o Debug

o Fine

o Finer

o Finest

17. Debug log is an organization-wide persistent log. It can store debug log for transactions performed by specific users. Logs for up to 20 users can be persisted. Debug Log is available via the Monitoring menu.

18. Salesforce supports history tracking on change in values of fields. This can be enabled for up to 20 fields in an object. In Custom Fields and Relationship, set history tracking is enabled for a set of fields. Review history can be added to page layout. Information stored includes - changes to field values, time of change, user who changed the field. Old and new values of fields are not stored for multi-select picklist and long text area.

**Salesforce DataLoader**

1. Every object has a standard field called id. There is no need to define an explicit primary key in custom objects. The standard id field can be used as primary key.

2. The id is alphanumeric. id can be either 18 digit case-insensitive or 15 digit case-sensitive.

3. The first three characters of the id identify the object. Ids can be identified in three ways -

o From the URL when a record is displayed in Salesforce

o From reports

o Through the web services api. Data Loader uses web services api to display the ids.

4. The id displayed by a report is the 15-digit case-sensitive id. The ids returned by web services api are 18-digit id. For updates web service accept both the 15-digit and 18-digit ids.

5. 15-digit id can be converted to 18-digit id and vice-versa.

6. There are two types of Data Loader logs:

o sd1.log

o sd1\_out.log

7. When loading data into a salesforce application dependencies between objects determine the order in which objects are loaded. If there is a one-to-many relationship between A and B, the data for A should be loaded before the data for B.

8. Data Management is an ongoing process to keep data in your application up-to-date, accurate and clean whereas Data Migration is one time task.

9. External ids option can be specified on custom fields for fields of type text, number or email. This creates custom index in database. A maximum of three fields can be set as external ids. Specifying a field as external ids, leads to improved reporting and SOQL performance. External ids prevent duplicate entries when exporting data. Both upsert and external ids are used for migration and integration of data.

10. If "Modifiable System Field" configuration is enabled, then system fields (like creation date) can be set to any value during initial data load. These values can however not be updated after the initial upload. These fields are accessible through the API. These are backward compatible with all SOAP based APIs available for all custom objects. These are Read only fields.

11. Salesforce determines an operation Upsert. Upsert stands for update + insert. When an upsert is performed, if a record exists it gets updated. If the record does not exist, it gets inserted. This is useful in large data uploads, and if the connectivity is not stable. Matching of record can be performed on the basis of Salesforce id or External id. When performing an upsert, only single external id field is used.

12. Import wizard are available via the standard Salesforce application using easy to use interface and do not require programming. Import wizard can be used to load up to 50,000 records. Import wizard can be used for de-duplication of data. Import wizard can be used to import accounts, contacts, leads, solutions and custom objects.

13. Web Services API based tools can load more than 50,000 records and can support all object types. It also allows developers to schedule regular data loads. These support nightly feeds. APIs can delete multiple objects at the same time.

14. Data Loader is an API based product by Salesforce. It can be run from command-line. It can generate and import from csv (Comma Separated values) files. It supports custom relations imports using upserts. It also support loading from JDBC.

15. Data Loader can be installed on a desktop from the Salesforce Data Management menu. Operations supported by data loader are -

o Extract

o Upsert

o Insert

o Delete

o Update

16. Command-line version of data-loader supports regular scheduling of loads.

17. Mass Transfer Tool is used to transfer multiple objects data from one user to another. User should have the following permissions:

o Transfer record permission

o Edit permissions

The tool can be used to change the ownership of the record.

**Force.com development platform**

1. Salesforce provides two type of licenses

1. Salesforce: full access to CRM standards, Force.com custom and application exchange apps

2. Salesforce platform:. Salesforce platform license allows access to custom apps, it does not allow access to online CRM product.

Feature licenses can be purchased for additional features such as Marketing User, offline user, Apex mobile user etc. CRM access means access to Standard objects like Cases, Campaigns, Opportunities etc. Platform access means access to Custom and Standard objects.

2. Force.com platform uses the standard Model View Controller design pattern. The MVC pattern is implemented as below in Force.com platform.

|  |  |
| --- | --- |
| **Pattern** | **Force.com implementation** |
| Model | Object (custom or standard) |
| View | VisualForce pages |
| Controller | Logic written in Apex that controls navigation |

3. The Create menu is used to provide the declarative framework of Force.com platform. The Develop menu is used to provide the programmable framework.

4. Page Builder is used to generate user interface for CRUD (Create, Read, Update, Delete) operations of objects. This user interface is created automatically by Salesforce and can be used to create reasonably complex applications withot writing VisualForce or Apex code.

5. Salesforce allows data types of existing fields to be changed, however this may lead to loss of data.

6. When you add a custom object tab, all the following will be accessible with the object:

o Recent items

o Sidebar search

o Added to new link/ Create new object drop down

7. To make a field required, there are a few different ways.

o Check the box for required on Object Definition

o Create a Validation Rule

o Specify that the field is required in the Page layout

8. Page Layout supports a drag-and-drop interface to develop screens. It allows addition of space and sections, and moving of fields across the screen. It supports making a field read-only or required.

9. There are two type of activities:

o Task: It is related to a record , assigning a task

o Events: Any calendaring event, meeting etc

10. A deleted record is stored in recycle bin with an expiry date. Deleted records can be recovered for upto 45 days.

11. SOQL stands for Salesforce Object Query Language. SOQL is used for performing queryies on objects.

12.SOSL stands for Salesforce Object Search Language. SOSL is used for performing full text search.

13.S-controls were used to upload contents such as java applets or active X controls for use in dynamic custom links or web tabs. These have been superseded by visualforce pages. S-controls provide client side programming.

10. Salesforce provides sandboxes that may be used for development and testing. Full Copy Sandbox allows copies of metadata/configuration along with all the application data to be copied from production to a sandbox environment. The sandbox can then be used for testing and simulating reported problems. Record ids in production and full copy sandbox are also same.

Configuration only sandbox copies all your production organisation’s reports, dashboards but exclude all your organisation’s standard and custom object records, documents and attachments. There is a size limit of 500MB(250,000 records)

Developer sandbox is a special configuration sandbox only for single developer. It also allows copying of metadata and configuration, but not copying of application data. Changes from the active development can be isolated until they are ready to be shared. Size limit is 10MB(5000 records)

Developer edition license does not allow copying of configuration from production developer environment.

12. Territory Management: It is used to define more than 1 role hierarchy.

|  |
| --- |
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**Force.com's objects, fields and relationships**

1. Objects logically correspond to database tables in a relational database. Fields of an object is similar in concept to column in relational database.

2.Objects can be standard or custom. Standard are objects are predefined by Salesforce like Accounts, Case, Contact etc. Custom objects are created by developers based upon application requirements.

3.Custom objects have the following characteristics

* 1. Custom objects store information that is unique and important to your organization.
  2. Custom objects are reportable and search-able.
  3. Custom objects have configurable access control features.

4.Force.com provides undelete functionality on objects. Deleted objects go to a recycle bin with an expiry date of 45 days. An administrator may delete objects from recycle bin.

5.Fields of type Picklist cannot be made required.

6.There are three type of page layouts:

* 1. Detail
  2. Mini
  3. Console

7.Objects have following fields that need to be entered by developers -

* + Label
  + Plural Label
  + Object Name
  + Description
  + Record Name
  + Record Type

8.The field for record name is displayed by default when the object has to be displayed (for example in search results). The record type can be text or auto-number. Auto-number can take values like A-{0001}, A-{0002} etc.

9.The Object name is used to access the object programmatically. \_\_c is added as a suffix to the custom object names. The label name is used for display of the object.

10.The standard fields are added automatically. Examples of standard fields are Created By, Owner etc.

11.Custom Fields are added to an object by developers. In the custom object definition detail screen there is a section of custom fields. Click New to create new custom fields in this area.

12.Custom Fields have properties like:

* + Data Type
  + Field Label
  + Field Name
  + Required checkbox
  + Description
  + Default Value

**13.Examples of valid field types are**

|  |  |
| --- | --- |
| **Field Type** | **Comments** |
| Text | Text can be upto 255 characters |
| Text Area | Text Area can be either 255 characters or 32K characters |
| URL |  |
| Picklist | Can be single select or mult-select. The developer needs to provide valid values |
| Currency |  |
| Checkbox |  |
| Percent |  |
| Number |  |

14.The field types are aligned to user interface elements like picklist and checkbox.

15.Changing the data type of existing custom fields is possible, but doing so may cause data loss.

16.Fields can be set as unique, required or as external id. A required field is always displayed in the edit page. A field of type external id is a record id from another system. The performance of reports and SOQL is better for fields defined as external ids. Fields of type number, text and email can be set as external id. Each object can have up to three external ids.

17.A field defined as encrypted is not visible to users. Typical usage of encrypted field is for password. Only users with "View Encrypted Data" can view the encrypted fields. Encrypted fields are editable.

* 1. This is a provisioned feature, so you must contact Salesforce to enable it.
  2. Encrypted custom field cannot be unique, an external ID, or have default values.

18.Objects can have upto 500 custom fields.

19.When an object is created, a user interface is created automatically for Create, Update, Read and Delete operations.

20.Fields of two Picklists can be made dependent on each other. As an example consider an application with customers in US and Canada. If there are two picklists - one for country and the other for state. Based upon user's selections of country, the state settings need to get updated. This is implemented by defining controlling and dependent picklists. In the above scenario, country becomes the controlling picklist and state becomes dependent picklist. The controlling and dependent picklists are defined using "Field Dependency" button in "Custom Field and Relationship" section.

21.Standard picklist can be controlling picklist but not dependent picklist. Maximum number of values allowed in controlling field is 300. A custom multi-select picklist cannot be controlling field in a picklist.

22.Merge fields are fields that display values based upon formula calculations.

23.Salesforce supports history tracking on change in values of fields. This can be enabled for up to 20 fields in an object.

24.Custom objects can be represented using a Metadata XML.

25.Deleted data and metadata is stored in recycle bin.

26.Database tuning is managed by Salesforce. How Objects and fields are stored in the database is internal to Salesforce.

**Object Relationships**

27.Force.com allows you to create relationship between objects. The "Custom Fields & Relationship" section of objects is used to define relationship between objects.

28.There are a two types of object relationships that Salesforce supports -

* 1. Lookup relationship
  2. Master-detail relationship

These relationships are used to implement one-to-many relationship. They are created as fields in the child record. As an example in a recruitment application if one applicant can have many interviewFeedbacks, we could create a lookup (or master detail) relationship in the interviewFeedback object pointing to the applicant object.

29.In Master Detail relationship, if the parent record is deleted, then all its children records are deleted.

30.Child records in master-detail relationship do not have owners. They inherit ownership from the parent record.

31.In Master detail relationship, the parent field is required. Also the parent field once specified cannot be changed.

32.Standard Object cannot be on detail side of Master-Detail relationship.

33.In the related list section of parent objects, only one field of the child object is displayed by default. This is the field specified as Record Name in the child object. To add more fields, search lookup layout needs to be updated.

34.Rollup-summary fields are supported in master detail relationship. The parent object can use roll-up summary field type to perform operations of sum, maximum, minimum, count among its children records. These fields are read only fields and are used to calculate values from a set of records.

35.Many-to-Many relationships are implemented using two master-detail objects. One Junction object is used as the child of the objects between which many-to-many relationship needs to be established.

36.The table below compares Master Detail and Lookup relationship

|  |  |  |
| --- | --- | --- |
|  | **Lookup relationship** | **Master Detail relationship** |
| Is Parent a required field | No | Yes |
| Maximum number of relationship in an object | 25 | 2 |
| Security of parent determines child record's access | No | Yes |
| Deleting parent record deletes children | No | Yes |
| Parent can be a child in another relationship | Yes | No |
| Roll-up summary in parent supported | No | Yes |

37.Self relationship is a lookup relationship to itself. An example usage could be organization chart where an employee's manager is also an employee.

38.Hierarchy Relationship exists only for User object. In this, developers create a manager field in User object to relate to another object.

[home](http://www.forceprepare.com/index.html) | [tutorial](http://www.forceprepare.com/tutorial/intro.html) | [Mock Exam](http://www.forceprepare.com/developermock.html)

**Reports and Dashboards in Salesforce**

Salesforce provides powerful reporting and generation tools on the data stored in the objects.

1.In reports data displayed is as per running user's security access. Reports can be run on both standard and custom objects. Reports are stored in folders. Users with access to these folders can run the reports.

2.Reports data is always generated in real time. When a report is saved, reports configuration parameters are stored - but the generated data is not stored.

3.There are three type of reports

* 1. Tabular report. This is the most basic report. It displays just the row of records in a table like format with grand total. Tabular reports cannot be used for generating dashboards.
  2. Summary report. This is the most commonly type of report. It allows grouping of rows of data. It supports sorting and displaying subtotals. For example in a recruiting app, a summary report could be used to display open positions classified by department name.
  3. Matrix report. This is the most complex report format. Matrix report summarize information in a grid format. Matrix reports allows records to be grouped by both columns and rows.

Summary and Matrix reports can be used to generate dashboards.

4.Reports provide two options of exporting data into Excel.

* 1. Printable View - Export report with formatting into Excel
  2. Export Details - Export raw data

5.Reports present in public folders can be emailed to SalesForce users.

6.Report display upto 2000 rows of data. Larger reports can be emailed to Excel.

7.Generation of reports requires following steps.

* 1. Selection of object
  2. Selection of report type
  3. Select type of information to be displayed (example count, average)
  4. For summary and matrix reports, specify how fields should be grouped
  5. Select columns on the report
  6. Select column order on the report
  7. Specify filtering criteria which should be used to select records

8.Custom reports let the developers define which all fields should be available in a report. Custom report allows user to change field names. Custom reports allow developers to select related fields (upto four levels). The custom reports also allow developers to add sections to group fields. Once a custom report is created it is available in reports tab and user may create reports from it.

9.Object relationships that are supported by Custom Report Types are -

* 1. Include all records that have children
  2. Include all records that may or may not have children

As an example consider a recruiting application with two custom objects Position and InterviewFeedback. Also assume that InterviewFeedback is the child of Position object. The first option above will display only those Position objects that have at least one InterviewFeedback as their child. The second option will display all Positions. It is not possible to display Positions that do not have any InterviewFeedback using Salesforce's reporting mechanism.

10.There are three steps in creating custom reports -

* 1. Select an object, folder and report label.
  2. Select related objects that need to be included.
  3. Select fields available for report using a drag-and-drop layout editor.

11.Custom report types are available via the menu option Create-->Report Types

12.Analytical snapshot allows reports run at scheduled time to be stored as objects. Analytical snapshots are used to perform trend analysis. As an example if we want to view how monthly sales are growing, fields in a report with sales figure can be stored in a custom object every month using Analytical snapshot. Data in this custom object can then be used to perform trend analysis.

13.Analytical snapshot are available from the Data Management menu option. Source report in Analytical snapshot can be of the type Tabular or Summary.

14.Setup Analytical reports require a four step process

* 1. Select source report
  2. Select custom object
  3. Map source report fields to custom object fields
  4. Schedule the frequency for taking the snapshots

15.There are two type of Reports

* 1. Standard Report type
     + Created when a object is created
     + created when relationships between objects are created
     + Always inner joins
     + Cannot be modified.
  2. Custom Report type
     + Created by Admin or users with “Manager Custom Report types”.
     + Used to streamline the reporting process.

16.Key concepts on Custom Report Type

* 1. Saving a custom report only saves the parameters of the report. The data is always real time.
  2. CRTs are reporting templates that admin or users create to streamline the reporting process.

**Dashboard**

17..Dashboards are graphical representation of reports. Dashboards can be generated for summary or matrix reports (and not for tabular reports). Dashboards display data as per last time report was run.

18.A dashboard can have upto 20 components

19..There are five type of dashboards

|  |  |
| --- | --- |
| **Chart** | **Used for comparisons** |
| Table | Good for showing top five, bottom five lists. |
| Gauge | Used to show progress towards a goal |
| Metric | Shows a single number |
| VisualForce page | used to pull data from other sources |

20..Further there are six type of charts

* 1. Vertical column
  2. Horizontal bar
  3. Line
  4. Donut
  5. Funnel
  6. Pie

Funnel is used to show proportion of values against each other. Pie is used to demonstrate proportion of single value against total. Donut is used to demonstrate proportion of single value against total and also show the total value.

21.The folder in which dashboards are stored determines which user has access to running the dashboard. The dashboard data is based upon the reports data. When a user views the drill-down report for a dashboard component. running user's access permissions determine what data is displayed on the drilldown report. Hence it is possible that the data in the drill down report does not match the cumulative dashboard data.

22.Dashboard also support automatic refresh and email. The refresh and email can also be scheduled at intervals - daily, weekly, monthly.

23.Two things that determine access to dashboards:

* + Dashboard Folder
  + Running User

**Limitations of Salesforce reports**

24.Although fairly powerful, Salesforce reports have certain limitations. These are explained below.

* 1. Support for trend analysis in Salesforce is fairly limited.
  2. User Interface of Salesforce reports and dashboards is fixed. Salesforce does not support pixel perfect report.
  3. Salesforce reports do not support importing data from other sources
  4. When displaying objects and their children, Salesforce does not support reporting on objects that do not have any children.
  5. If an object has two different related lists, then Salesforce reporting does not support displaying both these related lists together.

25.To work-around these limitations, Salesforce customers have the following three options.

* 1. Reporting as a service: Data resides on Salesforce. New Reports get generated from same data source
  2. BI as a service: Data is moved to a different destination on cloud. Reporting is performed on this new data server.
  3. Datawarehousing as a service: Data is exported to the customers server and reports are generated from the server located at customers location.

**Salesforce Sites**

1. User Interface can be private (internal Salesforce users) or public. Public interfaces are provided to anonymous users using Sites - anyone could access a website built on Sites without having a Salesforce login.

2. If Sites is licensed, the functionality of Sites is available at Develop-->Sites.

3. A sites user has a unique domain name. One domain name can be used to support multiple websites. Example domain name could be - http://ap1.mydomain.salesforce.com/siteName . The domain name must be unique among all site users and can represent the organization's name.

4. Creation of sites requires specifying fields like Site label, Site Name, Site contact, Default web address, active site home page, inactive site home page.

5. Once an organization has registered a domain name with a domain name registrar, it can point the url to sites url.

6. Site template is a VisualForce page that defines the default look-and-feel of the sites page.

7. Force.com sites are

1. Public, unauthenticated websites

2. Accessed from branded domain names

3. Build with VF pages

4. From data and content in a Salesforce application

http://forcemonkey.blogspot.com/2011/07/how-to-prepare-for-salesforcecom.html

<http://www.smashwords.com/reader/read/78401> must musttt seeeeeeeeeeeee

http://www.examkiller.net/SalesForce.html

<http://www.smashwords.com/reader/read/78401>

<http://salesforcedeveloperblog.blogspot.com/2011/05/basic-salesforce-knowledge.html>

<http://techsahre.blogspot.com/2011/04/salesforce-native-datepicker-year.html>

http://salesforcedeveloperblog.blogspot.com/2011/07/static-resource-vs-document.html

1**.What is Multitenant Architecture ?**

Ans:- An application model in which all users and apps share a single,

common infrastructure and code base

**2.What is Metadata-driven development model ?**

Ans:- An app development model that allows apps to be defined as

declarative "blueprints," with no code required. Data models, objects,forms, workflows, and more are defined by metadata.

3**.What is Force PlatformWeb Services API ?**

Ans:- An application programming interface that defines a Web service that provides direct access to all data stored in Force Platform from virtually any programming language and platform

**4.What is Apex ?**

Ans:- The world’s first on-demand programming language, which runs in the cloud on Force Platform servers

5**.What is Visualforce ?**

Ans:- A framework for creating feature-rich user interfaces for apps in the Cloud

**6.What are Force Platform sites ?**

Ans:- Public websites and applications that are directly integrated with your Salesforce organization—without requiring users to log in with a username and password

**7.What is AppExchange directory ?**

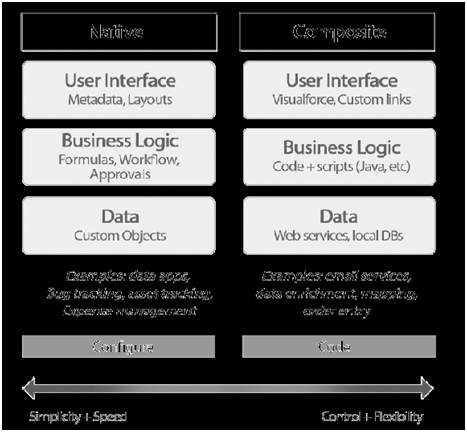
Ans:- A Web directory where hundreds of AppExchange apps are available

to Salesforce customers to review, demo, comment upon, and/or install. Developers can submit their apps for listing on the AppExchange directory if they want to share them with the community.

**8.What is the difference between Native components and Composite Components ?**

Ans:- One way to split up the work is to look at which requirements can be implemented by using just the point-and-click tools of the platform and which requirements must be implemented by leveraging other Web applications. The former method, which uses native components, is typically fast and simple to use, requiring only point-and-click setup rather than more traditional coding. The latter method, which uses composite components, give us more control and flexibility in what we do but requires more work.

The following diagram shows how features implemented with each method are created, split out by their user interface layer, business logic, and data model.



**9.Name some Native Components ?**

Ans:-

•Custom objects

•Security and sharing rules

•Workflow and approval processes

•Custom reports and dashboards

**10.What are Custom Objects ?**

Ans:- Custom objects are the native components that model the data we need to store in our application. Similar to a database table, a custom object is composed of several fields that store information such as a job applicant's name, or the maximum salary for a particular position.However, unlike traditional database tables, we don't need to write any SQL in order to create custom objects.We can simply point and click in the platform to create as many objects as we need.

**11.What is a database ?**

Ans:- A database is an organized collection of information.

**12.What is a database table ?**

Ans:- A database table stores information about a single type of person, thing, or concept—such as a job position. In the Force Platform, we use the term object here

**13.What is a database row or record ?**

Ans:- A database row, or record in Force Platform terms, represents a single instance of an object—such as the SW Engineer position.

**14.What is a field ?**

Ans:- A field stores a particular piece of information on a record.

**15.What are Relationships ?**

Ans:- Relationships define the connection between two objects, and objects are related to each other through the use of common fields.

**16.When do you Roll-up Summary fields ?**

Ans:-Use roll-up summary fields to display 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.

**17.What are the different types of Picklists and what is the difference between the two ?**

Ans:- Picklists come in two flavors: a standard picklist, in which a user can select only one option, and a multi-select picklist, in which a user can select multiple options at a time. For the purposes of our Position object, we need to define standard picklists for a position's location, status, type of job, functional area, and job level.

**18.What are field dependencies ?**

Ans:- Field dependencies are filters that allow us to change the contents of a picklist based on the value of another field. For example, rather than displaying every value for Country in a single picklist, we can limit the values that are displayed based on a value for another field, like Continent. That way our users can find the appropriate country more quickly and easily.

**19.What is the difference between controlling and dependent fields ?**

Ans:- Picklist fields can be either controlling or dependent fields. A controlling field controls the available values in one or more corresponding dependent fields. A dependent field displays values based on the value selected in its corresponding controlling field.For example, the Continent picklist is the controlling field, while the Country picklist is the dependent field.

**20.What are custom formula fields ?**

Ans:-

Just as you can use a spreadsheet program like Microsoft Excel to define calculations and metrics specific to your business, we can use custom formula fields to define calculations and metrics that are specific to the application

**21.What are Validation rules ?**

Ans:-Validation rules verify that the data a user enters in the application meets the standards that you specify. If it doesn't, the validation rule prevents the record from being saved, and the user sees an error message that you define either next to the problematic field or at the top of the edit page.

**22.What are Page Layouts ?**

Ans:-A page layout controls the position and organization of the fields and related lists that are visible to users when viewing a record. Page layouts also help us control the visibility and editability of the fields on a record.We can set fields as read-only or hidden, and we can also control which fields require users to enter a value and which don't.

Page layouts are powerful tools for creating a good experience for our users, but it's crucial that we remember one important rule: page layouts should never be used to restrict access to sensitive data that a user shouldn't view or edit.

**23.What are the different types of relationship fields ? What are the differences between them ?**

Ans:-There are different types of relationship fields, each with different implications. The simplest and most flexible type is a lookup relationship field, which creates a simple relationship between two objects.

A second type of relationship field, master-detail relationship, is a bit more complex, but more powerful. Master-detail relationships create a special parent-child relationship between objects: the object on which you create the master-detail relationship field is the child or "detail," and the object referenced in the field is the parent or "master." In a master-detail relationship, the ownership and sharing of detail records are determined by the master record, and when you delete the master record, all of its detail records are automatically deleted along with it.Master-detail relationship fields are always required on detail records, and once you set a master-detail relationship field's value, you cannot change it.

**24.When do you use master-detail relationship ?**

Ans:-If you have an object that derives its significance from another object. For example, say you have a Review custom object that contains an interviewer's feedback on a job application. If you delete a job application record, you will probably want all of its review records deleted as well, being that reviews of something that no

longer exists aren't very useful. In this case, you want to create a master-detail relationship on the Review custom object with the Job Application object as the master object.

**25.What are search layouts ?**

Ans:- Search layouts are ordered groups of fields that are displayed when a record is presented in a particular context, such as in search results, a lookup dialog, or a related list. By adding fields, we can give users more information and help them locate records more quickly.

**26.What is a Junction Object ?**

Ans:- A junction object is a custom object with two master-detail relationships, and is the key

to making a many-to-many relationship.

**27.What is the difference between Object-Level Security , Field-Level Security and Record-level Security ?**

Ans:- Object-Level Security

The bluntest way that we can control data is by preventing a user from seeing, creating, editing, and/or deleting any instance of a particular type of object, like a position or review. Object-level access allows us to hide whole tabs and objects from particular users, so that they don't even know that type of data exists. On the platform, we set object-level access rules with object permissions on user profiles.

**Field-Level Security**

A variation on object-level access is field-level access, in which a user can be prevented from seeing, editing, and/or deleting the value for a particular field on an object. Field-level access allows us to hide sensitive information like the maximum salary for a position or a candidate's social security number without having to hide the whole object.

On the platform, we set field-level access rules with the field-level security.

**Record-Level Security**

To control data with a little more finesse, we can allow particular users to view an object, but then restrict the individual object records that they're allowed to see. For example, record-level access allows an interviewer like Melissa Lee to see and edit her own reviews, without exposing the reviews of everyone else on her team.

**On the platform, we actually have four ways of setting record-level access rules:**

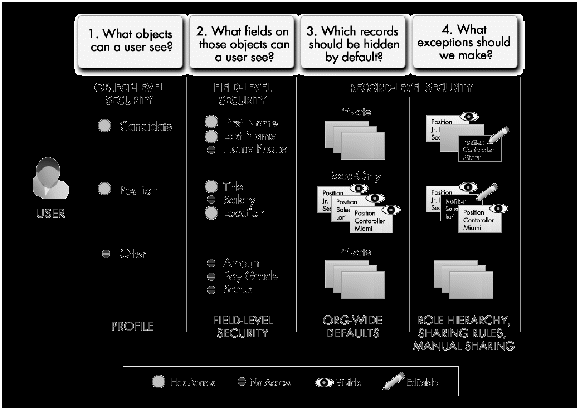
• Organization-wide defaults allow us to specify the baseline level of access that a user has in your organization. For example, we can make it so that any user can see any record of a particular object to which their user profile gives them access, but so that they'll need extra

permissions to actually edit one.

• Role hierarchies allow us to make sure that a manager will always have access to the same records as his or her subordinates.

• Sharing rules allow us to make automatic exceptions to organization-wide defaults for particular groups of users.

• Manual sharing allows record owners to give read and edit permissions to folks who might not have access to the record any other way.



**28.What are Organization-wide defaults ?**

Ans:- Organization-wide defaults allow us to specify the baseline level of access that a user has in your organization. For example, we can make it so that any user can see any record of a particular object to which their user profile gives them access, but so that they'll need extra permissions to actually edit one.

When dealing with record-level access settings, the first thing we need to do is to determine the organization-wide defaults (commonly called "org-wide defaults") for each object in our Recruiting app. Also called a sharing model, org-wide defaults specify the baseline level of access that the most restricted user should have.

**29.What are Role Hierarchies ?**

Ans:- Role hierarchies allow us to make sure that a manager will always have access to the same records as his or her subordinates.

The first way that we can share access to records is by defining a role hierarchy. Similar to an org chart, a role hierarchy represents a level of data access that a user or group of users needs.Users assigned to roles near the top of the hierarchy (normally the CEO, executives, and other management) get to access the data of all the users who fall directly below them in the hierarchy.The role hierarchy ensures that a manager will always have access to the same data as his or her employees, regardless of the org-wide default settings. Role hierarchies also helpfully define groups of users who tend to need access to the same types of records

**30.What are sharing rules ?**

Ans:- Sharing rules allow us to make automatic exceptions to organization-wide defaults for particular groups of users.

Sharing rules let us make automatic exceptions to org-wide defaults for particular groups of users

The thing to remember with sharing rules is that, like role hierarchies, we can use them only to open up record access to more users. Sharing rules and role hierarchies can never be stricter than our org-wide default settings.

**31.What is Manual Sharing ?**

Ans:- Manual sharing allows record owners to give read and edit permissions to folks who might not have access to the record any other way.

**32.What are Profiles ?**

Ans:-A profile is a collection of settings and permissions that determine what a user can do in the platform, kind of like a group in a Windows network, where all of the members of the group have the same folder permissions and access to the same software. Profiles control:

• The objects the user can view, create, edit, and delete

• The object fields the user can view and edit (more on that later!)

• The tabs the user can view in the app

• The standard and custom apps the user can access

• The page layouts a user sees

• The record types available to the user

• The hours during which the user can log in to the app

• The IP addresses from which the user can log in to the app

Profiles are typically defined by a user's job function (for example, system administrator or sales representative), but you can have profiles for anything that makes sense for your

organization. A profile can be assigned to many users, but a user can be assigned to only one profile at a time.

e at a time.

**33.What are the differences between Roles and Profiles ?**

Ans:-profiles control a user's object- and field-level access permissions. Indeed, a user can't be defined without being assigned to a particular profile, since the profiles specifies the apps and tabs that appear when he or she logs in, among a number of other useful things.

Roles, on the other hand, primarily control a user's record-level access permissions through role hierarchy and sharing rules. Although a role assignment isn't exactly required when we define a user, it would be foolish of us not to assign a role since it makes it so much easier to define our record-level permissions.

Because profiles control object- and field-level access whereas roles influence record-level access, a user is typically assigned to one of each.To help you remember which controls what, remember: Roles control Records.

**34.What is a Public Group ?**

Ans:- A public group is a collection of individual users, other groups, individual roles, and/or roles with their subordinates that all have a function in common.

Using a public group when defining a sharing rule makes the rule easier to create and, more important, easier to understand later, especially if it's one of many sharing rules that you're trying to maintain in a large organization. You'll need to create a public group if you ever want to define a sharing rule that encompasses more than one or two groups or roles, or any individual.

**35.What is a workflow ?**

Ans:- Workflow is a Force Platform business-logic engine that allows us to automatically send email alerts, assign tasks, or update field values based on rules that we define. Any time that changes to a record meet the conditions in a workflow rule, the platform automatically performs any actions associated with the rule.

**36.What are Workflow Rules ?**

Ans:-In general, a workflow rule is the main container for a set of workflow instructions. It includes the criteria for when the workflow should be activated, as well as the particular tasks, alerts, and field updates that should take place when the criteria for that rule are met.

Every workflow rule must be based on a single object you choose when you define the rule.This object influences the fields that are available for setting workflow activation criteria.

**37.What are Workflow Tasks ?**

Ans:-A workflow task assigns a task to a user according to a particular template.

Just as in Microsoft Outlook, tasks include information about something that needs to be done by a certain time, such as making a telephone call or returning a library book. Assigned tasks appear in a user's My Tasks related list on their Home tab and generate reminder messages that pop up when a user logs in.

When we define a workflow task, we provide default values for the Assignee, Subject, Status, Priority, and Due Date fields for tasks that are generated by an associated workflow rule.We can also make sure that a notification email is sent to the assignee when a task is automatically

generated.

**38.What are Workflow Field Updates ?**

Ans:- A workflow field update changes the value of a particular field on the record

that initially triggered the workflow rule.

**39.What are Workflow Email Alerts ?**

Ans:-workflow email alert sends an email according to a specified email template. Unlike workflow tasks, which can only be assigned to users of the app, workflow alerts can be sent to any user or contact, as long as they have a valid email address

**40.What are Queues ?**

Ans:- Much like a collection of items in a lost and found drawer, a queue is a collection of records that don't have an owner. Users who have access to the queue can examine every record that's in it and claim ownership of the ones they want.Queues are traditionally used in sales and support organizations to distribute new leads and support cases to the employees who have the most availability.

**41.What are Time Dependent workflow Actions ?**

Ans:- time-dependent workflow actions are actions that occur before or after a certain amount of time has elapsedWe can use time-dependent workflow actions to fire tasks, field updates, and email alerts while the condition of a workflow rule remains true.

**42.What are Email Templates ?**

Ans:- Email templates allow you to create form emails that communicate a standard message, such as a welcome letter to new employees or an acknowledgement that a customer service request has been received.

**43.What is the role of Approval Processes ?**

Ans:- Approval processes allow you to specify a sequence of steps that are required to approve a new record. Each step allows one or more designated approvers to accept or reject a record. The steps can apply to all records included in the process, or just to records that meet certain requirements. Like workflow, approval processes also allow you to specify actions—like sending an email alert, updating a field value, or assigning a task—that should occur whenever a record is approved, rejected, first submitted for approval, or recalled.

**44.What are Approval Actions ?**

Ans:-Just like workflow actions, approval actions allow you to create and assign tasks, update fields, and send email updates and outbound messages.They can either be associated with the approval process as a whole or with individual approval steps.

**45.What are the different types of Reports that Platform supports ? When do you need to use them ?**

Ans:-The platform supports three different report formats, each with varying degrees of functionality and complexity:

• Tabular reports are the simplest and fastest way to look at your data. Similar to a spreadsheet, they consist simply of an ordered set of fields in columns, with each matching record listed in a row.While easy to set up, they can't be used to create groups of data or graphs.Consequently, they're best used just for tasks such as generating a mailing list.

**Tip:** Use tabular reports when you want a simple list or a list of items with a grand total.

Summary reports are similar to tabular reports, except that they also allow you to group rows of data, view subtotals, and create graphs. For example, in the sample Employee Interviewer reports that appear in the following screenshot, the summary report groups the rows of reviews by the possible values of the Owner Name field, allowing us to see at a glance subtotals of how many times the two interviewers have talked to candidates and entered reviews for them.

While a little more time-consuming to set up, summary reports give us many more options for manipulating and organizing the data, and, unlike tabular reports, they can be used in dashboards. Summary reports are the workhorses of reporting—you'll find that most of your reports tend to be of this format.

**Tip:** Use summary reports when you want subtotals based on the value of a

particular field or when you want to create a hierarchical list, such as sales organized by year and then by quarter.

Matrix reports are the most complex kind of report available, allowing you to group records both by row and by column. For example, in the following sample Employee Interviewer reports, the matrix report groups the review rows by the possible values of the Owner Name field, and also breaks out the possible values of the Position field into columns. Consequently, the report gives us subtotals for the number of times an interviewer has interviewed candidates and entered reviews for a particular position. These reports are the most time-consuming to set up, but they also provide the most detailed view of our data.Like summary reports, matrix reports can be used in dashboards.

Tip: Use matrix reports when you want to see data by two different dimensions that aren't related, such as date and product.

**46.What are Dashboards ?**

Ans:-A dashboard is a group of different summary or matrix report charts that graphically display custom report data.

**47.What are the different Dashboard components ?**

Ans:-Components come in five varieties:

• **Charts**—Displays a pie chart, bar chart, line chart, or any other type of chart that can be

made in a report.

• **Tables**—Displays a two-column table that contains record counts and values from the

top-level row grouping in the report.

• **Metrics**—Inserts the grand total of a report at the end of a label that you customize.

• **Gauges**—Uses the grand total of a report as a point on a scale.

• **Custom S-Controls**—Displays any custom content that can be viewed in a Web browser, such as an ActiveX control, an Excel file, or a custom HTML Web form.

48.What are Custom Report Types ?

Ans:-Custom report types define the report criteria from which your users can run and create custom reports.When you create a custom report type, you specify the objects, relationships, and fields that users can select for their reports.

**49.What are Web services ?**

Ans:-A Web service is the mechanism by which two applications that run on different platforms, that were written in different languages, and that aregeographically remote from each other, can exchange data using the Internet.Web services makes data exchange between two such applications as straightforward as the way that two processes can exchange data on a single computer.

The way that data is exchanged between two Web services is similar to the way data is exchanged between a Web browser like Microsoft Internet Explorer and a Web server. Just as a Web browser uses a common network protocol (HTTP over TCIP/IP) to download HTML files hosted on a Web server, a Web service can also use this same network protocol to download data from another Web service. The key difference is the actual data that is sent and received—Web services use XML instead of HTML.

**Note:** The Force Platform also has its own powerful Web services: the Force Platform Web Services API.With the Force PlatformWeb Service API, you can customize,integrate, and extend your Salesforce organization using the language and platform of your choice. The API defines a Web service that enables full, reliable access to all of the data in your organization, including the ability to read, create, update, and delete records.

**50.What is Visual Force ?**

Ans:-Visualforce is a powerful, yet flexible framework, for extending your app's user

interface far beyond what's available using the platform's point-and-click tools. Use Visualforce to combine data from multiple Force Platform objects, blend data from Web services into your apps, and customize the logic that dictates the behavior of your app's user interface.With Visualforce, you can create just about any type of browser-based user interface you can imagine.

The Visualforce framework includes a tag-based markup language, similar to HTML. In the Visualforce markup language, each Visualforce tag corresponds to a user interface component.Need a related list? Simply add the <apex:relatedList> component tag.Want to display a record's details? Just use the <apex:detail> tag.

**51.What is a Web tab ?**

Ans:-A custom tab that allows your users to use external websites from within the application.

**52.What is Workflow Outbound Message ?**

Ans:-A workflow action that sends data to an external Web service, such as another

application in the cloud. Outbound messages are used primarily with composite

apps.

**53.Who is a running user ?**

Ans:- The user whose security settings determine what data is displayed in a dashboard.

Because only one running user is specified per dashboard, everyone who can access

the dashboard sees the same data, regardless of their personal security settings.

**54.What is SOAP ?**

Ans:- A protocol that defines a uniform way of passing XML-encoded data.SOAP Stands for **Simple Object Acess Protocol.**

**55.What is SOQL ?**

Ans:-A query language that allows you to construct simple but powerful query strings and to specify the criteria that should be used to select the data from the platform database.

**SOQL Stands for Salesforce Object Query Language**

**56.What is a Tab ?**

Ans:- An interface item that allows you to navigate around an app. A tab serves as the starting point for viewing, editing, and entering information for a particular object.When you click a tab at the top of the page, the corresponding tab home page for that object appears.

**57.What is a summary Report ?**

Ans:-A report that's similar to a tabular report, except that it also allows users to group

and subtotal rows of data, and create graphs.

**58.What is a Tabular Report ?**

Ans:-Similar to a spreadsheet, a report that includes an ordered set of fields as columns

and a matching record in each row.Tabular reports are best for creating lists of records or a list with a single grand total.

**59.What is a Time Trigger ?**

Ans:- A setting that defines when time-dependent workflow actions should fire.

**60.What is a Web tab ?**

Ans:-A custom tab that allows your users to use external websites from within the application.

**61.What is a Related List ?**

Ans:-A section of a record or other detail page that lists items related to that record.

**62.What are Picklist Values ?**

Ans:- The selections displayed in drop-down lists for particular fields. Some values come

predefined, and other values can be changed or defined by an administrator.

**63.What is a Primary Key ?**

Ans:-A relational database concept. Each table in a relational database has a field in which the data value uniquely identifies the record. This field is called the primary key. The relationship is made between two tables by matching the values of the foreign key in one table with the values of the primary key in another.

**64.What is a foreign Key ?**

Ans:-A field whose value is the same as the primary key of another table.You can think of a foreign key as a copy of a primary key from another table. A relationship is made between two tables by matching the values of the foreign key in one table with the values of the primary key in another.

**65.What is a function ?**

Ans:- Built-in formulas that you can customize with input parameters. For example, the

DATE function creates a date field type from a given year, month, and day.

**66.What is a Group ?**

Ans:-A set of users that can contain individual users, other groups, or the users in a role.

Groups can be used to help define sharing access to data.

**67.What is a Home tab ?**

Ans:-The starting page from which users can view a dashboard, choose sidebar shortcuts

and options, view current tasks and activities, or select each of the major tabs.

**68.Describe Lookup Relationship ?**

Ans:- A relationship between two objects that allows you to associate records with each

other. On one side of the relationship, a lookup field allows users to click a lookup

icon and select another record from a list. On the associated record, you can then

display a related list to show all of the records that have been linked to it.

**69.What is Merge Field ?**

Ans:-A field you can place in an email template, mail merge template, custom link, or formula to incorporate values from a record. For example, Dear {!Contact.FirstName}, uses a contact merge field to obtain the value of a contact record's First Name field to address an email recipient by his or her first name.

**70.What is a tab ?**

Ans:-An interface item that allows you to navigate around an app. A tab serves as the starting point for viewing, editing, and entering information for a particular object. When you click a tab at the top of the page, the corresponding tab home page for that object appears.

**71. What is Apex**

Ans: It is the in-house technology of salesforce.com which is similar to Java programming with object oriented concepts and to write our own custom logic.

**72. What is S-Control ?**

Ans: S-Controls are the predominant salesforce.com widgets which are completely based on Javascript. These are hosted by salesforce but executed at client side. S-Controls are superseded by Visualforce now.

**73. What is a Visualforce Page ?**

Ans: Visualforce is the new markup language from salesforce, by using which, We can render the standard styles of salesforce. We can still use HTML here in Visualforce. Each visualforce tag always begins with “apex” namespace. All the design part can be acomplished by using Visualforce Markup Language and the business logic can be written in custom controllers associated with the Page.

**74. Will Visual force still supports the merge fields usage like S-control ?**

Ans: Yes. Just like S-Controls, Visualforce Pages support embedded merge fields, like the {!$User.FirstName} used in the example.

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**75. Where to write Visualforce code ?**

Ans: You can write the code basically in 3 ways.

1.setup->App Setup->Develop->Pages and create new Visulaforce page.

2.Setup -> My Personal Information -> Personal Information -> Edit check the checkbox development mode. When you run the page like this, https://ap1.salesforce.com/apex/MyTestPage. you will find the Page editor at the bottom of the page. You can write you page as well as the controller class associated with it, there it self.

3.Using EclipseIDE you can create the Visulaforce page and write the code.

**76.What are Apex Governor Limits?**

Governor limits are runtime limits enforced by the Apex runtime engine. Because Apex runs in a shared, multitenant environment, the Apex runtime engine strictly enforces a number of limits to ensure that code does not monopolize shared resources. Types of limits that Apex enforces are resources like memory, database resources, number of script statements to avoid infinite loops, and number of records being processed. If code exceeds a limit, the associated governor issues a runtime exception.