<http://www.salesforceben.com/certified-admin-mock-exam/>

<http://www.certifiedforce.com/sample-questions/administrator-quiz-1>

Certified Administrator Mock Exam

The Salesforce.com Certified Administrator exam is intended for an individual who has experience performing as a Salesforce Administrator. This Quiz is designed to give you an idea of what to expect in the actual exam. The questions contained in this quiz are short and snappy as opposed to the official exam where you can expect answers to be in a scenario possibly with relevant images. If you read the scenario carefully though, you should find a simple question embedded.

* 60 Multiple Choice Questions, if a checkbox is present, more than one answer is required
* There is a 90 minute time limit on this Quiz
* 65% is the official passing score

Time limit: 01:29:40

Quiz-summary

0 of 60 questions completed

Questions:

1. 1
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. 10
11. 11
12. 12
13. 13
14. 14
15. 15
16. 16
17. 17
18. 18
19. 19
20. 20
21. 21
22. 22
23. 23
24. 24
25. 25
26. 26
27. 27
28. 28
29. 29
30. 30
31. 31
32. 32
33. 33
34. 34
35. 35
36. 36
37. 37
38. 38
39. 39
40. 40
41. 41
42. 42
43. 43
44. 44
45. 45
46. 46
47. 47
48. 48
49. 49
50. 50
51. 51
52. 52
53. 53
54. 54
55. 55
56. 56
57. 57
58. 58
59. 59
60. 60

Information

Click start below to begin!

You have already completed the quiz before. Hence you can not start it again.

Quiz is loading...

You must sign in or sign up to start the quiz.

You have to finish following quiz, to start this quiz:

Results

0 of 60 questions answered correctly

Your time:

Time has elapsed

You have reached 0 of 0 points, (0)

Categories

1. Not categorized 0%
2. **1**
3. 2
4. 3
5. 4
6. 5
7. 6
8. 7
9. 8
10. 9
11. 10
12. 11
13. 12
14. 13
15. 14
16. 15
17. 16
18. 17
19. 18
20. 19
21. 20
22. 21
23. 22
24. 23
25. 24
26. 25
27. 26
28. 27
29. 28
30. 29
31. 30
32. 31
33. 32
34. 33
35. 34
36. 35
37. 36
38. 37
39. 38
40. 39
41. 40
42. 41
43. 42
44. 43
45. 44
46. 45
47. 46
48. 47
49. 48
50. 49
51. 50
52. 51
53. 52
54. 53
55. 54
56. 55
57. 56
58. 57
59. 58
60. 59
61. 60
62. Answered
63. Review
64. Question 1 of 60

1. Question

An Approval Process begins when a record is..

* + 1. Edited
  + 2. Created
  + 3. Saved
  + 4. Submitted for Approval

1. Question 2 of 60

2. Question

Is it possible to share a custom object record manually?

* + 1. False
  + 2. True

1. Question 3 of 60

3. Question

You can use standard reports when creating Dashboards?

* + 1. True
  + 2. False

1. 4. Question

Can you uninstall an App Exchange application once it has been deployed?

* + 1. Yes
  + 2. No

1. 5. Question

To track revenue gain or loss based on currency fluctuations, you must implement what feature?

* + 1. Territory Management
  + 2. Multi-Currency
  + 3. Sandbox
  + 4. Advanced Currency Management

1. 6. Question

When converting a Lead, what values are transferred to the Opportunity?

* + 1. Close Date = Last day in fiscal quarter
  + 2. Amount = Lead Amount
  + 3. Close Date = Today
  + 4. Stage = First stage in list

1. 7. Question

Why should you consider using the Import Wizard over the Data Loader?

* + 1. If you need to import more than 1,000,000 records
  + 2. If you require some De-Duplication
  + 3. You need field auto-mapping functionality
  + 4. If you need to import to custom objects only

1. 8. Question

A tab is automatically created when you create a custom object.

* + 1. True
  + 2. False

1. 9. Question

What can an email template contain?

* + 1. Text
  + 2. Attached File
  + 3. Macro
  + 4. Merge Field

1. 10. Question

A Sales Manager would like to get a report of opportunities grouped by sales stage. What kind of report meet this requirement:

* + 1. Matrix
  + 2. Summary
  + 3. All Salesforce Reports
  + 4. Tabular

1. 11. Question

You can restrict a profiles view to a certain field by using which feature?

* + 1. Profiles
  + 2. Field Level Security
  + 3. Roles
  + 4. Permission Sets

1. 12. Question

Which of the following are standard Salesforce Objects?

* + 1. Contract
  + 2. Opportunity Product
  + 3. Pricebook
  + 4. Ticket

1. 13. Question

The Sales Director wants to be alerted to deals that are greater than $1,000,000. Which tool should you use to achieve this?

* + 1. Big Deal Alerts
  + 2. Workflow - Create a workflow to send an email if an Opportunity amount is great than 1,000,000
  + 3. Ask the Sales Director to create a list view which shows Opportunities greater than 1,000,000
  + 4. Create a report and monitor it daily

1. 14. Question

What are the different types of Sharing Rules?

* + 1. Case Sharing Rules
  + 2. Lead Sharing Rules
  + 3. Solution Sharing Rules
  + 4. Account Sharing Rules
  + 5. Custom Object Sharing Rules

1. 15. Question

Formulas ignore Field Level Security settings

* + 1. True
  + 2. False

1. 16. Question

A users security token will be refreshed every time their password is changed.

* + 1. False
  + 2. True

1. 17. Question

What is true about dynamic dashboards:

* + 1. A dynamic dashboard will show data according to the user's security settings
  + 2. If a user wants to customise the dashboard, they should use a dynamic dashboard
  + 3. A dynamic dashboard will refresh automatically several times a day
  + 4. In dynamic dashboards, the source reports used can vary according to the user

1. 18. Question

A sales manager would like to view a dashboard from the perspective of different users and switch between users without editing the dashboard, how would an administrator enable this?

* + 1. Grant the sales manager the "Manage Dynamic Dashboards" permission
  + 2. Grant the sales manager the "Drag-and-Drop Dashboard builder" permission
  + 3. Create the dashboard as a dynamic dashboard
  + 4. Grant the sales manager the "View my Teams Dashboard" permission

1. 19. Question

Workflow cannot be triggered upon import

* + 1. True
  + 2. False

1. 20. Question

If the Org Wide Default is Public Read/Write, what feature in Salesforce is needed to restrict access to that object?

* + 1. Profile
  + 2. Role Hierarchy
  + 3. Record Type
  + 4. Page Layout

1. 21. Question

Data loss can occur when changing fields from the following types (choose all that are correct)

* + 1. To a Number field from any other type of field
  + 2. Changing from a Number field to a Text field
  + 3. Changing from a checkbox to any other type of field
  + 4. Changing from a multi-select picklist to any other type

1. 22. Question

What are the ways leads can be captured with Salesforce? (Choose two answers)

* + 1. Web to Lead
  + 2. Email to Lead
  + 3. Lead Import
  + 4. Lead Assignment

1. 23. Question

Quotes & Opportunities are part of which cloud product?

* + 1. Sales Cloud
  + 2. Marketing Cloud
  + 3. Service Cloud
  + 4. Analytics Cloud

1. 24. Question

How do you delete a user?

* + 1. Going to their profile and clicking the delete button
  + 2. Using an external application
  + 3. You cannot delete a Salesforce User
  + 4. Deleting all information from their profile.

1. 25. Question

What is the maximum number of Components available on a Dashboard?

* + 1. 5
  + 2. 10
  + 3. 20
  + 4. 50

1. 26. Question

What is conditional highlighting for reports?

* + 1. You can set conditions that when met, will report the calculated fields
  + 2. Users can highlight particularly interesting parts of a report
  + 3. Shows you visual highlights depending on a threshhold
  + 4. Lets you make calculations on custom fields

1. 27. Question

Which of these is not a Salesforce feature?

* + 1. Web to Case
  + 2. Email to Lead
  + 3. Email to Case
  + 4. Web to Lead

1. 28. Question

A user can still report on a field they have access to, if it is hidden from the page layout

* + 1. True
  + 2. False

1. 29. Question
2. Which profiles listed are a standard Profile? Select all that apply
3. 1. Standard User
4. 2. Contract Manager
5. 3. Marketing User
6. 4. Invoice Manager
7. Correct
8. Incorrect
9. Question 30 of 60
10. 30. Question
11. Which of these actions can be triggered from a Workflow?
12. 1. Field Update, Email Sent, APEX Trigger, New Task
13. 2. Field Update, New Task, Email Sent, Outbound Message
14. 3. Create Object, New Task, Email Sent,
15. 4. Email Sent, Field Update
16. Correct
17. Incorrect
18. Question 31 of 60
19. 31. Question
20. What type of report cannot be used to populate a chart in a dashboard?
21. 1. Summary
22. 2. Tabular
23. 3. Matrix
24. Correct
25. Incorrect
26. Question 32 of 60
27. 32. Question
28. What should a system administrator consider before importing a set of records into Salesforce?
29. 1. The import file should include a record owner for each record
30. 2. Currency field values will default to the personal currency of the record owner
31. 3. Data should of de-duplicated in the import file prior to import
32. 4. Validation rules are not triggered when importing data using the import wizard
33. Correct
34. Incorrect
35. Question 33 of 60
36. 33. Question
37. When are Data validation Rules Enforced?
38. 1. Upon opening a record
39. 2. Upon editing a field
40. 3. Upon closing the record
41. 4. Upon saving a record
42. Correct
43. Incorrect
44. Question 34 of 60
45. 34. Question
46. All of the following objects may have a queue EXCEPT
47. 1. Accounts
48. 2. Custom Objects
49. 3. Cases
50. 4. Leads
51. Correct
52. Incorrect
53. Question 35 of 60
54. 35. Question
55. Which of the following fields CANNOT be a controlling field for Dependent Picklists?
56. 1. Standard Picklist
57. 2. Custom Picklist
58. 3. Custom Multi-Select Picklist
59. 4. Standard Checkbox
60. 5. Custom Checkbox
61. Correct
62. Incorrect
63. Question 36 of 60
64. 36. Question
65. Which of these objects can you map a field to on lead conversion?
66. 1. Cases
67. 2. Account
68. 3. Contacts
69. 4. Opportunities
70. Correct
71. Incorrect
72. Question 37 of 60
73. 37. Question
74. You can make fields visible, read-only, and required using Page Layouts.
75. 1. False
76. 2. True
77. Correct
78. Incorrect
79. Question 38 of 60
80. 38. Question
81. Fields which are hidden using Field-Level-Security are still subject to Validation Rules?
82. 1. True
83. 2. False
84. Correct
85. Incorrect
86. Question 39 of 60
87. 39. Question
88. Which statements about custom summary formulas in reports is true?
89. 1. Reports can be grouped by a custom summary formula result
90. 2. Custom summary formulas can be used in a report built from a custom report type
91. 3. Custom summary formulas can reference a formula field within a report
92. 4. Custom summary formulas can reference another custom summary formula
93. Correct
94. Incorrect
95. Question 40 of 60
96. 40. Question
97. You want to give a profile access to a custom object. What would be the best way to do this?
98. 1. Edit a standard profile
99. 2. Create a new profile and grant access
100. 3. Clone a standard profile and grant additional access
101. 4. Create a permission set and assign it to relevant users
102. Correct
103. Incorrect
104. Question 41 of 60
105. 41. Question
106. A customer service manager would like to automatically assign cases to the most appropriate agent to handle the request. What feature could be used:
107. 1. Web to Case
108. 2. Case Escalation Rules
109. 3. Case Assignment Rules
110. 4. Email to Case
111. Correct
112. Incorrect
113. Question 42 of 60
114. 42. Question
115. An Marketing manager would like to generate a list of contacts for a mailing list. What type of report would be the most appropriate to use:
116. 1. Summary
117. 2. Tabular
118. 3. Matrix
119. 4. Mailing
120. Correct
121. Incorrect
122. Question 43 of 60
123. 43. Question
124. Standard picklist fields cannot be dependent fields
125. 1. True
126. 2. False
127. Correct
128. Incorrect
129. Question 44 of 60
130. 44. Question
131. Where can you make a field required? (Select all that apply)
132. 1. Field Edit page
133. 2. Validation Rules
134. 3. Workflow Rule
135. 4. Page Layouts
136. 5. Record Type
137. Correct
138. Incorrect
139. Question 45 of 60
140. 45. Question
141. Field Level Seurity or Page Layout can be used to make a field required
142. 1. False
143. 2. True
144. Correct
145. Incorrect
146. Question 46 of 60
147. 46. Question
148. How many objects may be imported or updated using the data loader in one operation?
149. 1. 1
150. 2. Unlimited
151. 3. 5
152. 4. 10
153. Correct
154. Incorrect
155. Question 47 of 60
156. 47. Question
157. What permissions are needed to import leads and contacts to a Campaign?
158. 1. Marketing User permission set
159. 2. Marketing user checkbox & profile
160. 3. Marketing user checkbox on user.
161. 4. Marketing user profile
162. Correct
163. Incorrect
164. Question 48 of 60
165. 48. Question
166. A user can save a record even if a data validation error message appears
167. 1. True
168. 2. False
169. Correct
170. Incorrect
171. Question 49 of 60
172. 49. Question
173. When a lead is converted, it becomes an Account, Contact, and Opportunity (unless you opt out of creating an opportunity)
174. 1. False
175. 2. True
176. Correct
177. Incorrect
178. Question 50 of 60
179. 50. Question
180. A user would like to generate a list of contacts for a mailing list. What type of report would be the most appropriate to use?
181. 1. Joined
182. 2. Matrix
183. 3. Tabular
184. 4. Summary
185. Correct
186. Incorrect
187. Question 51 of 60
188. 51. Question
189. A customer service manager would like to automatically assign cases to the most appropriate agent to handle the request. What feature could be used?
190. 1. Case Escalation Rules
191. 2. Case Assignment Rules
192. 3. Web to Case
193. 4. Email to Case
194. Correct
195. Incorrect
196. Question 52 of 60
197. 52. Question
198. Gauge and metric dashboard component types are based on what from a report?
199. 1. Chart
200. 2. Grand Total
201. 3. Average
202. 4. Sum
203. Correct
204. Incorrect
205. Question 53 of 60
206. 53. Question
207. A system administrator needs to restrict users ability to view a dashboard. How can this be accomplished?
208. 1. Create a sharing rule to restrict the access
209. 2. Restrict the access to the folder that the dashboard is located
210. 3. Restrict the access to the folder that the source report is located
211. 4. Disable access to the dashboard on the users profile
212. Correct
213. Incorrect
214. Question 54 of 60
215. 54. Question
216. In which scenarios will the sharing button appear?
217. 1. When the sharing model for the object is private
218. 2. When the sharing model for the object is public read only
219. 3. When the sharing model for the object is public read/write
220. 4. It will always appear
221. Correct
222. Incorrect
223. Question 55 of 60
224. 55. Question
225. A roll-up summary field requires a Master Detail relationship
226. 1. True
227. 2. False
228. Correct
229. Incorrect
230. Question 56 of 60
231. 56. Question
232. What should a system administrator use to disable access to a custom application for a group of users?
233. 1. Profiles
234. 2. Sharing Rules
235. 3. Web Tabs
236. 4. Page Layouts
237. Correct
238. Incorrect
239. Question 57 of 60
240. 57. Question
241. Is it possible for a user to own a record and not see it?
242. 1. True
243. 2. False
244. Correct
245. Incorrect
246. Question 58 of 60
247. 58. Question
248. What is a roll-up summary field?
249. 1. The roll-up summary field is accessible via the API
250. 2. A roll-up summary field lets you rollback the data that was changed last week
251. 3. A roll-up summary field is a custom field that aggregates child record information into the parent record
252. 4. The roll-up summary field gives you a summary of the data type and object relationship.
253. Correct
254. Incorrect
255. Question 59 of 60
256. 59. Question
257. What is a Junction Object?
258. 1. A Many-to-Many relationship created with two lookup relationships
259. 2. An object type to connect external web services
260. 3. A Many-to-Many relationship created with two lookup master-detail relationship
261. 4. A standard object
262. Correct
263. Incorrect
264. Question 60 of 60
265. 60. Question
266. What is a Bucket Field?
267. 1. Used to group multiple workflows
268. 2. A custom field that can be created to store a finite amount of values
269. 3. Used in reports to categorise and group report values
270. 4. A custom field that can be created to group values
271. Correct
272. Incorrect