



ADM-211^{Q&As}

Administration Essentials for Experienced Admin

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QUESTION 1

What are some tools for managing the Change Request process with SFDC?

Select all that apply:

- A. Use the Service and Support app
- B. Have end users submit case
- C. Use the Solutions tab for FAQs
- D. Use the Self-Service Portal and Suggested Solutions
- E. Use the Metadata API for submitting cases from other applications
- F. Use reports and dashboards to monitor metrics
- G. Use Content to store related documents (change mgmt process, training of new processes/ functionality/apps, etc), ongoing newsletter communications, Ideas
- H. All of the above

Correct Answer: H

QUESTION 2

What are examples of content that can be included in a Visual force page?

Correct Answer: Check the answer in explanation.

1.
VF Tags
2.
Force.com merge tags
3.
HTML
4.
Java
5.
Flash
- 6.



Any other code that can execute w/in a HTML page

QUESTION 3

What programming skill sets are required to implement Apex triggers?

Select all that apply:

- A. AJAX
- B. Object-oriented programmer
- C. HTML

Correct Answer: BC

QUESTION 4

Where do I add IP addresses to the trusted set?

- A. Setup| Administration Setup |Security Controls| Network Access
- B. Setup| Administration Setup |Company Information
- C. Setup |Administration Setup |Users | Profiles
- D. Setup| Company Information

Correct Answer: A

QUESTION 5

Define User Adoption

Correct Answer: User adoption means gaining the trust of users to use the system on a regular basis as intended.

QUESTION 6

A company called Universal Containers would like to track bugs within Sales force. The company needs to track the bug's severity and type as well as its status and description. Bugs should be related to Cases, but the bug's owner will be different than the owner of the case. How can the Universal Containers administrator meet these requirements?

- A. Create a section on the case page layout
- B. Create a field on cases



- C. Create a custom object for bugs and relate it to cases
- D. Create a relationship between the standard bug object and the standard case object

Correct Answer: C

QUESTION 7

How can you create a separate dashboard for each user and have it only visible to that user?

Correct Answer: Clone the dashboard and put it in a separate folder that is only accessible to that user.

QUESTION 8

Criteria - Based sharing rules cannot be created for which Object?

- A. Accounts
- B. Opportunities
- C. Cases
- D. Solutions
- E. Contacts
- F. Custom objects

Correct Answer: D

QUESTION 9

Actions to existing steps can be added to an active approval process?

- A. True
- B. False

Correct Answer: A

QUESTION 10

List the commonly used API calls



Correct Answer: Check the answer in explanation.

Create (also known as Insert) Update Upsert Delete Undelete Query Retrieve

QUESTION 11

When submitting case to IT support of Sales force to get the investigation log of some former employee, what they will not provide?

- A. Encrypted log file
- B. Coaching on how to translate the log file to get information
- C. Password to decrypt the log

Correct Answer: C

QUESTION 12

What are 2 the ways that Visual pages can be incorporated into the rest of your user interface?

Correct Answer: Check the answer in explanation.

1.
Tabs
 2.
Embedded into page layouts
-

QUESTION 13

What actions occur before a request enters the first approval step?

- A. final approval actions
- B. final rejection actions
- C. Initial submission actions
- D. Step actions

Correct Answer: C

QUESTION 14

Identify the advantages of declarative customization.



(Select all the apply.)

- A. Enhance security
- B. Ease of upgrades
- C. Ease of maintenance.
- D. No requirements for programming knowledge F. Ability to extend beyond standard functionality

Correct Answer: BCD

QUESTION 15

You should back up your data before changing or deleting data

- A. True
- B. False

Correct Answer: A

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