



ADM-201^{Q&As}

Administration Essentials for New Admins

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QUESTION 1

Select all which are true about Contacts Objects

- A. Can be associated with an Account
- B. Has to be associated with an Account
- C. One contact can belong to multiple Accounts
- D. One Account can have multiple Contacts

Correct Answer: BD

QUESTION 2

Can WF update formula fields?

- A. Yes
- B. No

Correct Answer: B

Readonly fields like formula or auto number fields are not available for field updates.

QUESTION 3

An account team can be added by all Except:

- A. Owner
- B. Anyone in the team
- C. Anyone above owner in role hierarchy
- D. Administrator

Correct Answer: B

QUESTION 4

A sales team is a set of users that normally work together on _____ ?

- A. Accounts
- B. Leads
- C. Opportunities



D. Contacts

E. Cases

Correct Answer: C

QUESTION 5

Roll-up summary fields are not visible to users if they reference fields the user can't see.

A. True

B. False

Correct Answer: B

QUESTION 6

What can an administrator customize for the Service Cloud console?

A. Whether the record opens as a primary tab or subtab

B. The fields displayed in the highlights panel

C. The interaction log fields displayed for objects without an Activity History related list

D. Whether the SoftPhone displays in the footer or sidebar

E. The objects displayed in the navigation tab

Correct Answer: ABE

QUESTION 7

If Field Level Security prevents a user from viewing the Credit Card field on the Opportunity record, the user will also be prevented from seeing this field (choose all that apply)

A. In a related list

B. In search results

C. In reports

D. In list views

E. All of the above

F. None of the above



Correct Answer: E

QUESTION 8

The running user doesn't override the sharing role while allowing users to see high-level sales data for everyone, not just

- A. True
- B. False

Correct Answer: B

QUESTION 9

What happens when a user owns an opportunity record but does not have the Read permission on Opportunity Object?

- A. He still sees the Opportunity record
- B. He is not able to see the Opportunity Record
- C. This case can never arise

Correct Answer: B

QUESTION 10

What determines the suggested criteria for lookup filter?

- A. Previously used filter criteria
- B. Organization Wide Default settings
- C. The current application schema
- D. A survey taken when enabling this feature

Correct Answer: A

QUESTION 11

You will need a security token to access Salesforce via (choose all that apply)

- A. Import Wizard
- B. Data Loader
- C. Salesforce for Outlook



D. All of the above

Correct Answer: BC

QUESTION 12

5 dynamic dashboards for Enterprise Edition

10 for Unlimited Edition

3 Developer Edition.

To create, edit, and delete dynamic dashboards: "Run Reports" AND "Manage Dynamic Dashboards"

Which of the following events are allowed while writing a trigger on feeds item and feed Comment object?

A. Insert, Update

B. Insert, Delete

C. Insert, Undelete

D. Update, Undelete

E. Insert, Update, Delete

Correct Answer: B

QUESTION 13

Custom Report Types (CRT) allows you to build a framework from which users can create and customize reports in the report wizard but not in report builder.

A. True

B. False

Correct Answer: B

QUESTION 14

The "Open Calendar" link below any list view can be clicked to display a view of my calendar. But, can I drag records from the list to time slots on the calendar to create events (sales calls, etc) for these records?

A. Yes

B. No

Correct Answer: A



QUESTION 15

Which statement is / are false for folders?

- A. Access is defined either as Read or Read/Write
- B. Access to folders does roll-up through role hierarchy
- C. The document tab contains a control version capability
- D. Access to folders does not roll-up through role hierarchy

Correct Answer: BC

QUESTION 16

When a record is deleted it sits in the recycling bin for 30 days

- A. True
- B. False

Correct Answer: A

QUESTION 17

Partner portal and customer portal users aren't required to activate computers to log in.

- A. True
- B. False

Correct Answer: A

QUESTION 18

All of the following are true about Default Sales Teams EXCEPT:

- A. Default Sales Teams are configured on a user record
- B. Default Sales Teams may be added manually to an opportunity record
- C. Default Sales Teams may be added automatically to an opportunity
- D. Default Sales Teams may be added manually to an account record

Correct Answer: A



QUESTION 19

Reports and views are not renamed based on the new label value

- A. True
- B. False

Correct Answer: A

QUESTION 20

The Campaign ROI Analysis Report uses which of the following calculations to determine the ROI percentage for a campaign?

- A. Total Amount of Opportunities / Expected Revenue
- B. Amount of Won Opportunities / Budgeted Cost
- C. Expected Revenue / Budgeted Cost
- D. (Amount of Won Opportunities minus Actual Cost) / Actual Cost

Correct Answer: D

QUESTION 21

How many Roll Up summary fields can be created in the enterprise Edition on a Custom Object?

- A. 10
- B. 20
- C. 30
- D. No restriction on no. of Fields

Correct Answer: A

QUESTION 22

Which field on the user record controls the currency for quotas, forecasts, and reports?

- A. Default Currency ISO code
- B. Locale
- C. Currency



D. Information Currency

Correct Answer: C

QUESTION 23

Saving or creating records can trigger one rule.

- A. True
- B. False

Correct Answer: B

Saving or creating records can trigger more than one rule.

QUESTION 24

I can email opportunities, accounts, leads, or contacts directly from SFDC, and all of these communications will be automatically saved in my activity history.

- A. True
- B. False

Correct Answer: A

QUESTION 25

System Administrators have this permission by default.

- A. None of these
- B. Report Wizard
- C. Report Builder
- D. Both Report Wizard and Report builder

Correct Answer: C

QUESTION 26

What is the significance of Primary Master Detail Relationship in a Junction Object?

- A. Look and Feel is inherited from Primary Master Object



- B. Record Ownership is inherited from Primary Master Object
- C. No such Significance
- D. Both A and B

Correct Answer: D

QUESTION 27

Workflow rules are triggered when a standard object in a master-detail relationship is re-parented, even if the object's evaluation criteria is set to When a record is created, or when a record is edited and did not previously meet the rule criteria.

- A. True
- B. False

Correct Answer: A

QUESTION 28

A Lookup Field Relationship Select the correct choice

- A. Links two objects together
- B. Links two formulas together
- C. Links two page layouts together
- D. Links two Salesforce.com instances together

Correct Answer: A

QUESTION 29

Custom Summary Formulas can run calculations on report calculations.

- A. True
- B. False

Correct Answer: B

Custom summary formulas support calculations on custom formula fields Apply calculations only to summary rows can be used to calculate the summaries on numerical fields of summary and matrix reports 3900 chars per formula 5 per report Applies calc to only summary rows Custom formula fields are Read only on record detail pages Not visible on edit pages Are supported on std and custom objects Do not update last modified field Can reference custom/std / other formula fields Cannot reference themselves Cannot be deleted if they are referred in formulas Not searchable via sidebar / advanced search Not included in data export Not available for lead conversion Not available in Offline edition / connect for outlook Are automatically calculated Cross object formula up to 5 levels



QUESTION 30

To enable Field History Tracking for an object, the system administrator must also add the related list to the page layout.

- A. True
- B. False

Correct Answer: A

QUESTION 31

Which is a capability of a campaign? Choose 2 answers MMM

- A. Add campaign members to other related campaigns using an Apex trigger
- B. Convert leads to contacts from the campaign record
- C. Update the campaign member status of a lead using the manage campaign members feature
- D. Track the number of business accounts related to a campaign

Correct Answer: AC

QUESTION 32

Which Type of Reports can't be used to create groups of data or charts?

- A. Tabular
- B. Summary
- C. Matrix
- D. None of the Above

Correct Answer: A

QUESTION 33

You can't package workflow rules with time triggers.

- A. True
- B. False

Correct Answer: A



QUESTION 34

This helps you manage the complete lifecycle of customer service, from logging cases to suggesting and delivering solutions across multiple channels, including Web self-service and live agent support:

- A. Ideas
- B. Community
- C. Sales Cloud
- D. Service Cloud2
- E. Sales Cloud2
- F. None of the Above

Correct Answer: D

QUESTION 35

Which action type is represented by an icon in the process visualizer? Choose 2 answers

- A. Request rejection details
- B. View recall details
- C. Start a new task
- D. Send an email alert

Correct Answer: CD

QUESTION 36

The system administrator needs to ensure that all Leads coming from the website are assigned a website lead queue, that all Leads for a recent trade show are assigned to Matt Wilson and all other leads are assigned to Phil Smith. The system administrator will

- A. Create 3 assignment rules
- B. Create 1 assignment rule with multiple criteria entries
- C. Create an assignment rule and 2 workflow rules
- D. Use workflow rules to accomplish this

Correct Answer: B



QUESTION 37

If using Customizable forecasting there is a separate forecast role hierarchy

- A. True
- B. False

Correct Answer: A

QUESTION 38

You can use cloud scheduler to send meeting invites to contacts or leads or person accounts you don't have visibility to.

- A. True
- B. False

Correct Answer: B

You must have at least read access to the contacts, leads and person accounts that you request a meeting with.

QUESTION 39

Which of the following is not an available function in the Formula Fields?

- A. HyperLink
- B. Substitute
- C. RPad
- D. Vlookup

Correct Answer: D

QUESTION 40

What determines a unique User Record?

- A. User Name
- B. Standard Profile
- C. Custom Profile
- D. User Role

Correct Answer: A



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