

# ADM-211<sup>Q&As</sup>

Administration Essentials for Experienced Admin

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## QUESTION 1

Describe some feedback mechanisms that can help drive "relentless incrementalism":

Correct Answer: Check the answer in explanation.

1.

Send out user surveys

2.

Use blind surveys

3.

Create a user group or committee

4.

Tap into exec committees for recommendations

5.

Use face-to-face interviews

6.

Use Sales force (Ideas, Pollzter, Click Tools).

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## QUESTION 2

What is the major difference between Apex and other programming languages?

Select all that apply:

A. It is the oldest Programming language

B. It runs in the client's web browser

C. It runs natively on SI\DC Servers

D. It is much faster than other languages

Correct Answer: CD

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## QUESTION 3

What are the two questions that you should ask yourself when trying to decide how to set

Organization Wide Default permissions for an object?

- Select all that apply: A. Who is the most restricted user?
- B. Are there objects that should not be viewed/edited by a user?
- C. How often will users change roles?
- D. Who is the least restricted user?

Correct Answer: AB

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**QUESTION 4**

When are Big Deal Alerts triggered?

- A. Upon the close data of the opportunity
- B. Upon the receipt of an opportunity update reminder
- C. Upon the Amount and Probability field thresholds being achieved
- D. Upon the time- based escalation of an opportunity approval process

Correct Answer: C

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**QUESTION 5**

Describe the properties and considerations for Master Detail Relationship records/fields.

Correct Answer: The relationship field is required on all detail records. Once the value of the relationship field has been saved, it cannot be changed. The ownership and sharing of a detail record are determined by the master record. When a user deletes the master record, all detail records are deleted. You can create rollup summary fields on the master record to summarize the detail records.

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**QUESTION 6**

Describe the use cases for Delegated Administration

Correct Answer: Check the answer in explanation.

Create /edit users and reset passwords Create default sales teams Create personal groups for users Assign users to specified profiles Login as a user who has granted login access Manage custom objects They help to assign routine admin tasks to others Take the weight off of other Application

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**QUESTION 7**

Can Ideas be used in the Self-Service Portal?

- A. Yes - They can also be used in Customer and Partner Portals
- B. No - They can only be used in Customer and Partner Portals
- C. No - Ideas cannot be used in any portals
- D. Yes - Only if the portal has a custom manager custom profile associated to them.

Correct Answer: B

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## QUESTION 8

How do admins enable users to view tags?

Select all that apply:

- A. Enable Private Tags
- B. Enable Public Tags
- C. Add Tags to page layouts
- D. All of the above

Correct Answer: D

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## QUESTION 9

Inline s-controls are hooks for s-controls

- A. True
- B. False

Correct Answer: A

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## QUESTION 10

How can you measure adoption beyond the number of logins?

Correct Answer: Check the answer in explanation.

1.  
Track how often users are using new features after training sessions.
- 2.

Run spot checks on data, track usage with regards to the financial calendar (last minute entries versus consistent usage).

3.

Track training sessions in SFDC.

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## QUESTION 11

What is true about Custom Button?

Choose 2

- A. It is displayed on right side of standard button
- B. It is displayed on top of page layout
- C. It is displayed on top and bottom of page layout
- D. It is displayed on left side of standard button

Correct Answer: AC

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## QUESTION 12

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

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## QUESTION 13

What are 3 scenarios when might it be better to use packaging and the App Exchange for testing and deployment?

Correct Answer: Check the answer in explanation.

1.

Moving from org to org: If a developer has created an entire app and needs to move it into a testing or prod environment.

2.

Unmanaged Package changes: If a developer has installed an application from the App Exchange and made modifications.

3.

Ad-hoc use: If an administrator or a developer needs to share an application in a more casual setting.

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## QUESTION 14

What can you do with Workflow? (assuming EE edition or higher)

Correct Answer: Check the answer in explanation.

1.

Alerting

2.

Tasking

3.

Routing/assigning/escalation

4.

Updating

5.

Integrating

6.

Mass communication

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## QUESTION 15

Describe the differences between Visual force and s-controls?

Correct Answer: Check the answer in explanation.

S-Controls:

1.

Written in Ajax and run on the client

2.

Hard-coded - can't reuse

3.

Logic and presentation mixed

Visual Force:

1.

Written in HTML and Apex, run on the server

2.

Component model - can reuse code

3.

Logic and presentation separated

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