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Topic Break Down

Topic	No. of Questions
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QUESTION NO: 1

How many characters a formula field can support (including spaces, return characters, and comments)?

A. 200

B. 300

C. 1900

D. 3900

ANSWER: D

Explanation:

A formula field can contain up to 3,900 characters in its formula expression, and this count includes whitespace such as spaces, line-return characters, and comments. Therefore, **3900** is the correct value. This is the formula-definition character limit that applies while an administrator is writing and saving the formula in the Formula Editor.

Administrators should also distinguish this input-length limit from the formula's compiled size limit. Salesforce compiles formulas into an internal representation, and a formula must remain within the applicable compiled-size limit as well. Consequently, a formula with fewer than 3,900 typed characters can still require simplification if its functions, cross-object references, or repeated expressions cause its compiled representation to exceed the platform limit. Using helper formula fields or consolidating repeated logic can make complex formulas easier to maintain while helping manage compiled size. Salesforce documents formula field behavior and formula considerations in its formula guidance and platform limits resources: Salesforce Help: Formula Operators and Functions and Salesforce Developer Limits Quick Reference: Formula Fields.

QUESTION NO: 2

What are the four pillars of Sales force Success?

A. Apps. Force.com Platform, Community. App Exchange

B. Apps, Force.com Platform. Community, Ideas

C. Force.com Platform, Community, Ideas, App Exchange

D. Apps, Community, App Exchange, Ideas

ANSWER: A

Explanation:

Apps, Force.com Platform, Community, App Exchange is correct because it captures the traditional Salesforce success model as a combination of the products customers use, the platform used to build and extend solutions, the customer-and-partner ecosystem, and the marketplace for packaged extensions. Salesforce applications provide the business capabilities for functions such as sales, service, marketing, and commerce. The Force.com Platform—now generally discussed as Salesforce Platform—enables administrators and developers to customize Salesforce and create custom applications using shared data, security, automation, and user-interface capabilities. Community represents the collaborative ecosystem through which customers, partners, developers, and Salesforce experts share knowledge and support adoption. AppExchange completes the model by providing a marketplace where organizations can discover, install, and manage Salesforce-compatible apps, components, and consulting offerings. Together, these pillars support both out-of-the-box business use and scalable extension of the CRM environment. Salesforce continues to describe its platform and ecosystem through resources such as Salesforce Platform and the Salesforce AppExchange.

QUESTION NO: 3

You can provision multiple Sandbox orgs.

A. True

B. False

ANSWER: A

Explanation:

True is correct. A Salesforce production organization can have multiple sandbox organizations associated with it. Sandboxes are separate copies of the production environment that administrators and developers use for development, testing, training, and configuration work without affecting live production data or users. Salesforce supports several sandbox types, such as Developer, Developer Pro, Partial Copy, and Full sandboxes; the available types, quantity, and storage depend on the organization's edition and purchased sandbox entitlements.

Each sandbox is created from the same production organization but is an independent environment with its own name and refresh cycle. This lets a team maintain distinct environments for different purposes—for example, one for individual development, another for integration testing, and another for user acceptance testing. Administrators can create and manage sandbox environments from Setup, subject to the organization's sandbox allocation. Salesforce documents that organizations can have multiple sandboxes and provides allocation details by edition and license. See Salesforce Help: Sandboxes and Salesforce Help: Sandbox Implementation Tips.

QUESTION NO: 4

What are the three types of S-Controls?

A. HTML, Component, Controller

B. A J AX, Component, Controller

C. HTML, Snippet, URL

D. AJAX, Snippet, URL

ANSWER: C

Explanation:

HTML, Snippet, URL is correct. S-Controls were a legacy Salesforce customization feature used to extend the user interface by embedding custom content or directing users to external or dynamically generated pages. Salesforce defined three S-Control types according to how the control delivers and renders its content. An HTML S-Control contains HTML, JavaScript, or other browser-rendered markup directly in the control definition. A Snippet S-Control provides reusable HTML or JavaScript content intended to be inserted into a Salesforce page layout or other supported page context. A URL S-Control stores a URL that Salesforce opens or uses for navigation; the URL can incorporate merge fields to pass record-specific information to the destination. These classifications describe the original S-Control metadata model and are the terminology expected in questions covering older Salesforce administration functionality. S-Controls are now a legacy feature, and Salesforce generally recommends modern declarative and development alternatives such as Lightning components, Visualforce where applicable, quick actions, and custom buttons/links for current implementations. The historical metadata definition remains documented in the Salesforce Object Reference for SControl, while current customization approaches are covered in Salesforce Help: Customize the User Interface.

QUESTION NO: 5

What objects will auto-complete?

Select all that apply:

A. Account

B. Contact

C. User

D. Custom object look ups

ANSWER: A B C D

Explanation:

Salesforce lookup fields support type-ahead (auto-complete) searching, so users can begin entering a record name and select a matching record from the suggestions returned by the lookup. **Account** and **Contact** are standard objects frequently used as lookup targets, and their lookup fields provide this behavior. **User** is also a supported lookup target; for example, ownership and other user-reference fields allow an administrator or user with the necessary access to locate a user by typing identifying text. **Custom object look ups** also use Salesforce's lookup relationship functionality. When a custom lookup relationship is configured, the lookup field can search for and suggest matching records in its related object, subject to sharing, object permissions, field configuration, lookup filters, and the user's access to the underlying records. This consistent lookup experience allows admins to relate records efficiently across both standard and custom data models without requiring users to know an exact record name in advance. Salesforce describes lookup relationships and lookup-field behavior in its administrator documentation and data-modeling learning materials: Salesforce Help: Field Types and Trailhead: Data Modeling.

QUESTION NO: 6

Which feature can be enabled in a sandbox?

Choose 2 answers.

A. Case escalation rules

B. Workflow rules

C. Opportunity reminders

D. Case assignment rules

ANSWER: B D

Explanation:

Workflow rules and case assignment rules can be enabled in a sandbox. A sandbox is a separate Salesforce environment that copies configuration from its source organization, allowing administrators to safely test configuration changes and automation behavior before deploying changes to production. Workflow rules that exist in the copied configuration can be activated for testing, subject to the sandbox's email-delivery settings and any safeguards the administrator configures. Although Salesforce recommends using Flow for new automation, existing workflow rules can still be maintained and tested where they remain available.

Case assignment rules can also be enabled and tested in a sandbox. This lets an administrator verify that incoming cases are assigned to the intended users or queues based on the configured rule entries and their evaluation order. Testing these rules in an isolated environment is especially useful after changing criteria, queues, ownership processes, or supporting automation. Salesforce's sandbox guidance describes sandboxes as environments for testing configuration and customizations, while its case-management documentation describes assignment rules as the mechanism for automatically assigning cases. See Salesforce Trailhead: Get Started with Sandboxes and Salesforce Help: Case Assignment Rules.

QUESTION NO: 7

When should you use APEX to solve a business problem?

Choose 2 answers.

A. When attaching business logic to a web event

B. When attaching business logic to a data event

C. When processing one record at a time

D. When processing multiple records at a time

ANSWER: B D

Explanation:

Use Apex **when attaching business logic to a data event** because Apex triggers run in response to record-based database events, such as before or after records are inserted, updated, deleted, or undeleted. This makes Apex suitable when logic must execute consistently whenever the data event occurs, regardless of whether the change came from the user interface, an API integration, a data-load tool, Flow, or other automation. Trigger-based logic is particularly useful when the required behavior cannot be implemented fully with declarative tools.

Use Apex **when processing multiple records at a time** because Salesforce operations commonly occur in bulk. For example, imports, API updates, mass edits, and automation can affect many records within one transaction. Apex is designed to work with collections and should be written in a bulkified manner: process the complete record collection, perform SOQL queries outside loops, and perform DML operations on collections. This approach respects Salesforce multitenant governor limits while applying consistent business logic across the transaction. Salesforce documents that triggers can receive record collections and that bulkification is essential for reliable Apex automation. See Apex Triggers and Bulk Apex Trigger Best Practices.

QUESTION NO: 8

Who can publish the article on Knowledge?

A. User with "Manage Article" and CRUD on Article Type

B. User with Archive Articles in public Group

ANSWER: A

Explanation:

User with "Manage Article" and CRUD on Article Type is the appropriate answer because publishing Salesforce Knowledge content requires permissions that authorize the user both to work with the relevant article type and to manage the article through its publication lifecycle. In Salesforce Knowledge's article-type model, object permissions for an article type determine whether a user can create and edit articles of that type. The Manage Articles permission provides the elevated Knowledge content-management capability needed for actions such as publishing articles, allowing an authorized knowledge manager or publisher to move reviewed content from a draft state to published content that can be surfaced to its intended audience.

In practice, administrators should assign these permissions through a profile or permission set, along with the required Knowledge access, and grant access only to the specific article types a publisher is responsible for. This supports controlled editorial workflows: authors can prepare content, while users entrusted with article management can complete publication when the content is ready. Salesforce's Knowledge learning material describes the article lifecycle and the permissions used to manage Knowledge content. See Salesforce Trailhead: Knowledge Basics and Salesforce Help: Knowledge Overview.

QUESTION NO: 9

What are the system prerequisites for Territory Management?

Select all that apply:

A. Customizable ForecastingEnabled

B. Sales Teams Set up

C. Marketing Users enabled

D. Sandbox enabled

E. All of the above

ANSWER: A D

Explanation:

Customizable Forecasting Enabled and **Sandbox enabled** are the applicable prerequisites in the context of the original Salesforce Territory Management feature. Territory Management relies on the forecasting infrastructure that Customizable Forecasting provides. Enabling it allows Salesforce to support territory-based forecast rollups and assignment behavior used by the feature. This prerequisite applies to the legacy Territory Management implementation referenced by this question; current Enterprise Territory Management and Collaborative Forecasts have evolved from the earlier feature set.

A sandbox is also required for the supported setup process described for this implementation. Territory models can substantially affect account ownership, access, reporting structures, and forecast visibility. A sandbox provides the controlled environment needed to enable, configure, test, and validate territory rules and assignments before the configuration is deployed or used operationally. Salesforce documentation emphasizes planning and testing territory models before activating them because activation can change access and assignment outcomes for many records and users.

For current terminology and implementation guidance, see Salesforce's Enterprise Territory Management overview and the Territory Management Trailhead module.

QUESTION NO: 10

Sales force can be used as a release and change management tool.

A. True

B. False

ANSWER: A

Explanation:

True is correct. Salesforce provides native capabilities that support controlled release and change management across development, test, and production environments. Administrators and developers can use sandboxes to create and validate configuration or code changes without affecting live users and data. After testing is complete, changes can be deployed through tools such as change sets, Salesforce CLI, Metadata API-based processes, or DevOps Center, depending on the organization's release approach and the metadata involved.

These capabilities enable teams to track work, separate changes by environment, test before deployment, and promote approved changes to production in a structured manner. Salesforce DevOps Center is specifically designed to help teams manage the lifecycle of changes using pipelines, work items, source control integration, and deployments between environments. This makes Salesforce suitable for implementing release governance and repeatable change-management practices, particularly when paired with defined approval, testing, and rollback procedures. Salesforce's release-management tooling is documented in Salesforce DevOps Center and its deployment mechanisms are covered in Change Sets.

QUESTION NO: 11

What metadata components cannot be deployed to another organization using change sets? Select all that apply

A. Approval processes

B. Custom fields

C. Page layouts

D. Assignment rules

E. Role hierarchy

F. User records

ANSWER: E F

Explanation:

The role hierarchy cannot be deployed through change sets. Roles and the hierarchy that they form are organization-specific access-structure configuration, so they must be created and maintained directly in each organization rather than packaged in an outbound change set. User records also cannot be deployed through change sets. A user is an individual organization record with attributes such as a username, license, profile, and role that must be provisioned and configured in the target organization. Change sets are designed to move supported metadata definitions and configuration, not users or an organization's role hierarchy. Salesforce's change-set documentation describes change sets as a mechanism for deploying supported components between connected organizations, while unsupported organization-specific setup must be configured separately. Salesforce also documents roles as part of the organization's role hierarchy and user-access model. See Salesforce Help: Change Sets and Salesforce Help: Roles and the Role Hierarchy.

QUESTION NO: 12

Both a sharing rule and an account team give Jose access to the Dixon Chemical account The sharing rule gives him read access, and the account team gives him read/write access. Will Jose be able to edit the Dixon Chemical account.

A. Yes

B. No

ANSWER: A

Explanation:

Yes. Salesforce combines record-level access granted from applicable sharing mechanisms and applies the most permissive access level. In this situation, the sharing rule grants Jose Read access to the Dixon Chemical account, while his membership on the account team grants Read/Write access. Because Read/Write is the higher level of access, Jose can edit the account record, assuming no separate restriction prevents the edit, such as a missing object-level Edit permission on Account or a validation rule that blocks the specific change.

Account teams are a manual sharing mechanism that lets account owners and users above them in the role hierarchy grant specified account access levels to team members. The access granted through an account team can be Read Only or Read/Write. Salesforce's sharing architecture uses the greatest access available to a user when multiple sharing sources apply to the same record. Therefore, the combination of the sharing rule and the account-team entry results in effective Read/Write access for Jose on this account. See Salesforce's Account Teams documentation and Sharing Settings documentation.

QUESTION NO: 14

How can you measure adoptions beyond just logins?

Choose 3 answer.

A. Decrease Login Session Timeouts

B. Track how often users are using new features after training sessions,

C. Run spot checks on Data

D. Track training sessions in SFDC

ANSWER: B C D

Explanation:

Meaningful adoption measures show whether people are performing the behaviors that deliver business value, rather than merely entering Salesforce. **Track how often users are using new features after training sessions,** because feature-

level activity can demonstrate whether training translated into use of the new process. Administrators can compare usage trends before and after enablement activities and identify where additional coaching or in-app guidance is needed.

Run spot checks on Data because accurate, complete, and timely records are evidence that users are incorporating Salesforce into their day-to-day work. Reviewing selected records for required fields, meaningful updates, and process compliance provides a practical adoption signal that login counts cannot provide.

Track training sessions in SFDC because recording attendance and completion creates an enablement baseline that can be compared with subsequent feature usage and data-quality outcomes. This lets an administrator assess adoption by audience, identify users who still need support, and report on the relationship between training and behavior. Salesforce recommends defining adoption metrics around users' productive actions and using reports and dashboards to monitor those outcomes. See Salesforce Trailhead: Drive Adoption and Salesforce Help: Reports and Dashboards Overview.

QUESTION NO: 15

Contact records need to be retrieved that meet the following criteria: all contacts with a mailing address in the state of California or whose last name is equal to Smith. Only the first and last names are needed. An administrator decided to use the Data Loader to retrieve these records using the Export feature. What Sales force Object query Language (SOQL) statement could be used to retrieve the desired records?

A. Select " California " or " Smith " where last name="

B. SELECT FirstName, LastName FROM Contact WHERE LastName = 'Smith' OR MailingState = 'CA'

ANSWER: B

Explanation:

`SELECT FirstName, LastName FROM Contact WHERE LastName = 'Smith' OR MailingState = 'CA'` retrieves the required Contact records while returning only the requested name fields. In SOQL, the `SELECT` clause identifies the fields to include in the export, and `FROM Contact` specifies that the query runs against Contact records. The `WHERE` clause filters those records according to the stated conditions. `MailingState` is the standard Contact field that stores the state or province portion of the mailing address. The `OR` operator is essential because a Contact qualifies when either its mailing state is California or its last name is Smith; the record does not need to meet both conditions. Using the state abbreviation `CA` is appropriate when the organization stores California values in that format. Data Loader's Export operation supports entering a SOQL query to define which records and fields are exported. Salesforce documents SOQL field selection, object selection, and conditional filtering in its SOQL and SOSL Reference, and documents using SOQL with Data Loader exports in the Data Loader Export Records guide.

QUESTION NO: 16

Which statement is TRUE regarding the order by which Workflow Rules and actions are executed? Choose 3 answers

A. Unlike assignment rules, there is no set order in which workflow rules may be triggered

B. A user cannot use the system log to track and troubleshoot the execution of workflow triggers.

C. Workflow actions execute i n the following order: field update, task, emails, outbound messaging.

D. Multiple workflow rules are executed upon save resulting in any combination of different actions

ANSWER: A C D

Explanation:

Workflow rules that meet their evaluation criteria can all run during the same record save, so a single save can result in several rules producing a combination of actions. This includes immediate actions and, where configured, scheduled actions. Administrators should therefore design workflow automation with the expectation that more than one applicable rule can contribute updates, notifications, tasks, or outbound integrations for the record.

There is no administrator-configurable or guaranteed execution sequence among separate workflow rules comparable to the explicit ordering available for certain assignment-rule processing. Rules should consequently be independent wherever possible, rather than relying on one workflow rule firing before another. Within the workflow action processing sequence, Salesforce processes field updates before tasks, email alerts, and outbound messages. Field updates are significant because they can cause the record to be evaluated again for workflow rules, subject to Salesforce's workflow re-evaluation behavior.

This behavior is part of Salesforce's broader save transaction and automation order of execution. For implementation and troubleshooting context, review Salesforce's Order of Execution documentation and the Workflow overview. Although Salesforce now generally recommends Flow for new automation, these principles apply when maintaining legacy workflow rules.

QUESTION NO: 17

How do you take away a user's ability to run reports while allowing them to view the report?

A. Remove the "Run Reports" or "Create and Customize Reports" from their profile.

B. Adding "Cannot Run Reports" or "Cannot Create and Customize Reports to their profile.

C. Adding "Manage User" permissions to their profile.

D. Remove " View All Data" permission from their profile.

ANSWER: A

Explanation:

Remove the "Run Reports" or "Create and Customize Reports" from their profile. Salesforce separates report access and report-execution capabilities through user permissions. The *Run Reports* permission controls whether a user can execute reports and view the resulting report data. Removing that permission prevents the user from running a report, while report visibility can still be governed through the report folder's sharing settings. Administrators can therefore share a report or its folder with the user for appropriate access without granting the ability to execute reports. If the user also has the ability to create or modify reports, removing *Create and Customize Reports* ensures that report-authoring capability is not retained. This approach follows Salesforce's permission-based security model: profile or permission-set permissions define what actions a user can perform, and report folder sharing determines which report definitions are available to them. Review report permissions and folder access together whenever configuring reporting access, especially when users need limited visibility without report-building or execution privileges. See Salesforce Trailhead's Reports & Dashboards Basics and Salesforce Help on report folders.

QUESTION NO: 18

What arc the ways you can solve a time-based email alert?

Select all that apply:

A. Task

B. Workflow

C. Escalation

D. Trigger

ANSWER: B C

Explanation:

Workflow and Escalation are valid ways to configure an email alert that occurs after a specified amount of time. A workflow rule can use a time trigger based on a record's date field or a defined time after the rule criteria are met. The scheduled workflow action can then invoke an email alert, allowing administrators to notify users automatically at the required time

without manual intervention. Salesforce documents time-dependent workflow actions as actions that execute at a specified time after a record meets workflow criteria.

Escalation rules provide another time-driven email mechanism for Case management. An escalation rule can evaluate how long a Case has remained open or met escalation criteria, and then execute escalation actions at defined age intervals. Those actions can include sending an email alert to users, queues, or other recipients. This supports service processes such as notifying a manager when a Case has not been resolved within a service target. See Salesforce's Workflow Rules documentation and Case Escalation Rules documentation.

QUESTION NO: 19

System admin wants to ensure that any user should not be able to edit the Account of other User.

A. Remove Edit permission from profile

B. Set OWD for account as private

C. Set OWD for account as public read

ANSWER: B

Explanation:

Set OWD for account as private is correct because organization-wide defaults (OWD) establish the baseline level of access users have to records they do not own. Setting the Account object's internal sharing default to Private means users have no automatic access to Account records owned by other users. Therefore, a user cannot edit another user's Account record merely because they have object-level Edit permission through their profile or permission set. They retain access to Accounts they own, subject to their assigned object permissions.

Record access can still be extended deliberately when business needs require it, such as through the role hierarchy, sharing rules, account teams, manual sharing, or elevated permissions. The administrator should review those mechanisms as well if the requirement is to prevent specific users from receiving edit access through sharing. OWD is the appropriate starting control because it defines the most restrictive default for records that users do not own, after which access can be selectively opened only where justified. Salesforce describes OWD as the baseline for record-level security and explains that additional sharing can grant access beyond that baseline. See Salesforce Help: Organization-Wide Defaults and Salesforce Help: Record-Level Security and Sharing.

QUESTION NO: 20

Other than the Mass Delete tool, what is another possible approach for mass deleting?

Choose 2 answers.

A. Data Loader

B. Excel Connector

C. Delete Button

D. Running a Report

ANSWER: A B

Explanation:

Data Loader is an appropriate tool for high-volume deletion because it supports the Delete operation against Salesforce records. An administrator exports or otherwise prepares a file containing the Salesforce record IDs to remove, selects the applicable object, maps the ID field, and runs the deletion job. Data Loader is designed for bulk data operations and provides results files that identify which rows succeeded or failed, making it suitable when the Mass Delete Records page does not support the needed object or record volume. Salesforce describes Data Loader and its supported operations in the Data Loader documentation.

Excel Connector is also correct in the historical ADM-211 context: it allowed users to work with Salesforce records from Microsoft Excel and perform bulk record actions, including deletion. Therefore, it represented an alternative mass-deletion approach alongside Data Loader for organizations using that legacy integration. Salesforce has since retired the Excel Connector, so it is not a tool that a modern administrator should plan to deploy. For current bulk-data administration, Salesforce recommends supported tools such as Data Loader; see the Salesforce data import and export guidance.

QUESTION NO: 21

The IT organization at Universal Containers wants to install a specific version of Force.com Connect Offline on all employee machines and periodically monitor which version of the product employees are using. How can they do this?

Choose 2 answers

A. This is not possible. Force.com Connect Offline must be installed by each Sales force user.

B. Administrators in IT can see which version of Force.com Connect Offline that each user has by looking at the user role.

C. Administrators in IT can monitor the version of Force.com Connect Offline that each user has by looking at the user login history.

D. Windows Network Administrators can install Force.com Connect Off line on several machines at once using the MSI package available under Setup > Desktop Integration > Connect Offline.

ANSWER: C D

Explanation:

Windows Network Administrators can install Force.com Connect Off line on several machines at once using the MSI package available under Setup > Desktop Integration > Connect Offline because the MSI installer supports centrally managed Windows software deployment. This lets IT distribute the approved Connect Offline release consistently across employee computers rather than relying on individual users to obtain and install a version themselves. MSI packages are specifically intended for managed installation scenarios and can be deployed through enterprise software-distribution tools and Windows policies; see Microsoft's Windows Installer command-line documentation.

Administrators in IT can monitor the version of Force.com Connect Offline that each user has by looking at the user login history. Connect Offline reports client information as part of the user's connection activity, allowing administrators to periodically review Login History and identify the offline-client version associated with a user's logins. That information enables IT to verify adoption of the required release and identify machines that need remediation or an updated deployment. Salesforce exposes login-history records through the LoginHistory object, documented in the Salesforce LoginHistory object reference.

QUESTION NO: 22

What are the two primary components of the Visual force framework?

Select all that apply:

A. Components

B. S-Controls

C. Apex Pages

D. Controllers

E. Static Resources

ANSWER: C D

Explanation:

The Visualforce framework is built around **Apex Pages** and **Controllers**. An Apex Page, now more commonly called a Visualforce page, defines the user interface using a tag-based markup language. The markup can render standard Salesforce interface elements, display record data, accept user input, and include reusable Visualforce components. A page is the view presented to the user in the browser.

Controllers provide the page's data access and application behavior. Salesforce supplies standard controllers for standard and custom objects, enabling common record operations such as viewing, editing, saving, and deleting. When the required behavior goes beyond what a standard controller provides, an administrator or developer can use a custom Apex controller or a controller extension to supply custom queries, actions, validation, and business logic. The page connects its markup to controller data and actions through expressions and action methods. Together, the page supplies the presentation layer and the controller supplies the logic and data interaction layer, which are the central architectural elements of a Visualforce application. Salesforce's Visualforce documentation describes pages and controllers in its Visualforce Developer Guide introduction and controller overview.

QUESTION NO: 23

What records can be cleaned and enriched using Data.com?

Select all that apply.

A. Accounts

B. Contacts

C. Opportunities

D. Campaigns

E. Leads

ANSWER: A B E

Explanation:

In the historical Data.com Clean product, **Accounts**, **Contacts**, and **Leads** were the supported Salesforce record types for data cleansing and enrichment. Data.com matched records to its business-data reference database and could update business details such as company information, addresses, phone numbers, industry data, and contact details. This capability helped administrators maintain more complete, standardized, and current sales and marketing data without requiring users to manually research every record.

For accounts, the service focused on enriching and maintaining company-level information. For contacts and leads, it supported person and associated business data, improving the quality of records used by sales and marketing teams. The selected record types therefore correspond directly to the standard objects supported by the Data.com data-quality workflow.

This is a legacy exam topic: Salesforce retired Data.com products and related services in 2020, so organizations should use current Salesforce-supported data providers and data-governance processes instead. Salesforce's retirement notice is available in Salesforce Help: Data.com Retirement. For modern data-quality guidance, see Salesforce Data Quality.

QUESTION NO: 24

When a new feature is considered to be in Developer Preview before it is officially released it means that it is available.

A. in Developer Edition orgs.

B. for salesforce.com partners only.

C. for users with the "Developer" permissions

D. for users who activate the feature by calling Salesforce Support.

ANSWER: A

Explanation:

Developer Preview indicates that Salesforce has made a feature available for early development and evaluation in Developer Edition orgs before the feature's official, generally available release. A Developer Edition org is intended for building, testing, and learning, making it an appropriate environment for Salesforce to expose preview functionality to developers and administrators without treating that functionality as a production-ready release commitment. This early access lets customers explore the feature, validate implementation approaches, and prepare related customizations or integrations ahead of the broader rollout. Because preview features can be revised before official release, teams should use them for evaluation rather than depend on them as a stable production capability. Salesforce's release process distinguishes preview access and release readiness from general availability; admins should review the applicable release notes for the feature's current status, availability, and any required enablement steps. See Salesforce's Salesforce releases overview and the Salesforce Release Notes for release-status guidance.

QUESTION NO: 25

You should rename records before merging.

A. True

B. False

ANSWER: A

Explanation:

True is correct. Renaming duplicate records before starting a merge is a practical Salesforce administration best practice because it makes the intended master, or winning, record immediately recognizable in the merge-selection interface. During a merge, Salesforce retains the selected master record and combines selected field values and related records from the duplicates into it. Clear, temporary naming reduces the risk of selecting the wrong record as the master when records have similar names, account details, or contact information.

This preparation is particularly useful when an administrator is resolving several duplicates at once or when other users need to review the merge decision. For example, adding a short identifier to the record intended to survive helps the administrator consistently choose that record while evaluating which field values should be retained. After the merge is complete, the surviving record's name can be updated to its proper business value if needed. Salesforce's guidance on duplicate management and record merging emphasizes reviewing records carefully and selecting the appropriate master record before completing the irreversible consolidation process. See Salesforce's Duplicate Management documentation and Trailhead resources on merging duplicate records.

QUESTION NO: 26

What system admin should not do while setting up the Login hours for any profile?

A. Do not assign System Administrators to that profile.

B. Don't remember wrong options

ANSWER: A

Explanation:

Do not assign System Administrators to a profile with restricted login hours. Login hours are configured at the profile level and determine when users assigned to that profile can access Salesforce. A system administrator should ensure that administrative access remains available when these restrictions are being designed and maintained, particularly when custom administrative profiles are used. Keeping an administrator on an unrestricted administrative profile is an important operational safeguard: it allows the organization to respond to access issues, update profile settings, investigate incidents, and perform urgent configuration work outside normal business hours. Salesforce documents that login-hour restrictions are defined in profile settings and that users who attempt to log in outside the permitted hours are prevented from accessing the organization. Administrators should therefore plan profile assignments and maintain reliable administrative access before

enabling restrictive schedules. This practice helps avoid an accidental administrative lockout and supports continuity for production support. See Salesforce's guidance on setting login hours in profiles and the administration of profiles.

QUESTION NO: 28

Where you can see the SFDC release information?

Choose 3

A. App Exchange

B. Idea Exchange

C. Success

D. Salesforce.com

ANSWER: B C D

Explanation:

Salesforce release information can be accessed through **Idea Exchange**, **Success**, and **Salesforce.com**. Salesforce.com is the primary public destination for release communications, including release overviews and links to the official Release Notes. The Release Notes are the authoritative source for new features, changed behavior, availability details, and implementation considerations, so administrators should use them when assessing each seasonal release. Salesforce maintains release material at Salesforce Releases and publishes the detailed documentation through Salesforce Release Notes.

The Success community provides release-focused discussions, enablement resources, administrator guidance, and opportunities to learn how other customers are preparing for upcoming functionality. Idea Exchange also provides useful release visibility because Salesforce can communicate the status and delivery progression of customer-submitted product ideas. Together, these locations help an experienced administrator follow official release content, understand community adoption considerations, and track enhancements that Salesforce has delivered or is evaluating.

QUESTION NO: 29

What is true about Custom Button?

Choose 2

A. It is displayed on right side of standard button

B. It is displayed on top or page layout

C. It is displayed on top and bottom of page layout

D. It is displayed on left side of standard button

ANSWER: A C

Explanation:

For Salesforce Classic page layouts, custom buttons added to the object's detail-page button section are displayed alongside the standard buttons. The page-layout button arrangement places custom buttons to the right side of the standard buttons, allowing users to access organization-specific actions in the same area as actions such as Edit, Delete, Clone, or Printable View. This positioning applies when the button is included in the page layout's button configuration and the user has access to it.

Custom detail-page buttons are also available in both action areas of a record detail page: at the top of the page and again at the bottom. Showing the buttons in both locations helps users invoke an action without having to return to the top after reviewing related information or fields further down the record page. Administrators configure these buttons from the object's

page layout settings and can use them to launch URLs, Visualforce pages, or execute JavaScript where supported in Salesforce Classic. See Salesforce's guidance on defining custom buttons and links and the page layout overview.

QUESTION NO: 30

By Custom button what all you can call?

A. VF Controller

B. Apex Trigger

C. Apex Class

D. Visualforce page

ANSWER: D

Explanation:

A Visualforce page is the supported item a custom button can open or invoke in Salesforce. When creating a custom button, an administrator can configure it to use a URL that points to a Visualforce page. That page is then rendered in the appropriate Salesforce context, such as a record detail page, and can use a standard controller, a custom Apex controller, or a controller extension as defined by the Visualforce page itself. In other words, the button's direct target is the Visualforce page; controller logic runs because the page declares and uses that controller. This pattern lets an administrator expose a tailored interface or initiate page-driven business logic from a button while preserving the Salesforce record context through merge fields or URL parameters. Salesforce's documentation describes custom buttons as navigation elements that can open URLs, including Visualforce pages, while Visualforce documentation explains that pages can be associated with Apex controllers. See Salesforce Developers: Visualforce Buttons and Salesforce Developers: Visualforce Controllers.

QUESTION NO: 31

Why might it be necessary to override buttons that you remove from the page layout?

A. To preserve screen real estate

B. Buttons can't be removed

C. To prevent users from using hot keys or keyboard shortcuts to access the function of the button

ANSWER: C

Explanation:

"To prevent users from using hot keys or keyboard shortcuts to access the function of the button" is correct because removing a standard button from a page layout controls whether that button is visibly presented in that layout, but it is not necessarily a complete restriction on the underlying action. Salesforce supports keyboard navigation and shortcuts in its user interface, and users may be able to invoke functionality without selecting a visible page-layout button. Where an administrator must ensure that a particular standard action cannot be used through an alternate entry point, a button override provides a way to redirect the action to controlled behavior, such as a Visualforce page or Lightning component, rather than allowing the standard action to proceed.

This distinction is important when the requirement is functional control rather than merely simplifying the page for users. An override can enforce the organization's process by presenting an appropriate custom experience or otherwise handling attempts to invoke the action. Salesforce documents that standard buttons can be overridden for supported objects and contexts, while its accessibility guidance describes keyboard-based interaction in the interface. See Salesforce Help: Override Standard Buttons and Tab Home Pages and Salesforce Developer Guide: Keyboard Accessibility.

QUESTION NO: 33

As an end user what are two things you can do in content?

A. Read

B. Edit

C. Subscribe

D. Post

ANSWER: A C

Explanation:

In Salesforce CRM Content, an end user who has access to content can **Read** content made available through the libraries and permissions assigned to them. Reading includes opening and viewing a content item and, where permitted, accessing the file version that has been shared. Content visibility is controlled by library membership and the user's assigned permissions, so users consume information that content managers or contributors have published for their audience.

An end user can also **Subscribe** to content. Subscriptions allow the user to follow a specific content item and receive notifications when a new version is published or the item is otherwise updated. This supports keeping users informed about current, approved documents without requiring them to repeatedly search the library. These actions reflect the consumer role in Salesforce Content: accessing shared material and electing to receive update notifications for material that matters to them. Salesforce documentation on content access and library-based sharing is available in the Salesforce Content overview, and Salesforce's broader file-sharing model is described in the Files overview.

QUESTION NO: 34 - (SIMULATION)

SIMULATION

Where are custom buttons NOT available?

ANSWER: See the explanation for the answer

Explanation:

Custom buttons are not available for:

Web-to-Lead
Web-to-Case
The User object

Web-to-Lead and Web-to-Case use generated HTML forms rather than object-level custom-button configuration. Salesforce also does not support creating custom buttons for the standard **User** object.

QUESTION NO: 35

What are some characteristics of web applications or web controls?

Choose 3 answers.

A. Runs on a customer hosted web server

B. Has a custom UI (generally ASP.NET or JSP)

C. It is not possible to incorporate web services API Calls into S-Controls

D. Are generally used for highly customized UI or business logic functionality that cannot be accommodated by S-Controls

ANSWER: A B D

Explanation:

Web applications and web controls were historically used when an organization needed functionality beyond the scope of standard Salesforce configuration and S-Controls. “Runs on a customer-hosted web server” is correct because these solutions can be implemented as externally hosted applications, with Salesforce supplying context or data through supported integration mechanisms. This approach lets the customer control the application runtime, server-side code, authentication design, and deployment lifecycle.

“Has a custom UI (generally ASP.NET or JSP)” is also correct. These technologies illustrate the server-rendered web application frameworks commonly used to build tailored interfaces outside the standard Salesforce user interface. A custom web application can present specialized screens, workflows, and navigation while exchanging data with Salesforce through its APIs.

“Are generally used for highly customized UI or business logic functionality that cannot be accommodated by S-Controls” is correct because externally hosted applications provide substantially greater flexibility for complex presentation requirements and server-side processing. Salesforce’s API model is designed to support integrations in which external applications read, create, update, and otherwise work with Salesforce records. See the Salesforce SOAP API Developer Guide and Salesforce Integration Patterns.

QUESTION NO: 36

What is the sequence of Workflow action?

A. Field Update, Email, Task Outbound Message

B. Field Update, Task, Email, Outbound Message

ANSWER: B

Explanation:

The correct sequence is **Field Update, Task, Email, Outbound Message**. When a workflow rule’s criteria are met, Salesforce processes the rule’s associated immediate workflow actions in a defined order. Field updates are processed first, ensuring that any workflow-driven changes to record values occur before later actions are handled. Salesforce then creates workflow tasks, processes email alerts, and finally sends outbound messages.

This ordering matters when workflow automation is designed around record state and related follow-up activities. For example, a field update can establish the final record values that should be present when Salesforce creates a task, sends an email notification, or transmits a SOAP outbound message to an external endpoint. Understanding the sequence also helps administrators troubleshoot automation behavior and correctly anticipate the data available at each point in workflow processing.

Although Salesforce recommends using Flow for new automation, workflow rules and their execution behavior remain relevant when maintaining existing implementations. See Salesforce’s Order of Execution documentation and Workflow Rules documentation for platform guidance.

QUESTION NO: 37

What are some drawbacks to S-Controls?

Choose 3 answers.

A. Creating new ones is no longer supported by SFDC

B. S-Controls are server side code and much faster than APEX code.

C. Not always cross-browser compatible

D. S-Controls can slow down the UI (User Interface)

ANSWER: A C D

Explanation:

Creating new ones is no longer supported by SFDC, Not always cross-browser compatible, and S-Controls can slow down the UI (User Interface) are genuine drawbacks of S-Controls. S-Controls were an older Salesforce customization mechanism that embedded HTML, JavaScript, or other web content in Salesforce pages. Salesforce retired the ability to create new S-Controls, so they are not a viable foundation for new development or long-term customization strategy. Existing implementations also require careful maintenance and migration planning.

Because S-Controls commonly depend on client-side browser behavior, JavaScript, and page structure, their behavior can vary across browsers and browser versions. This makes reliable testing and support more difficult, especially as browsers evolve. In addition, an S-Control can add client-side processing, issue extra requests, or load external resources when a page opens. Those activities can increase page-load time and reduce perceived user-interface responsiveness. Salesforce recommends using supported modern extensibility approaches, such as Lightning components, Visualforce where appropriate, Flow, and Apex, rather than building new functionality with retired legacy technologies. See Salesforce's S-Controls retirement information and the Lightning Web Components developer guide.

QUESTION NO: 38

Validation rules help in business process for

Select two

A. Validating ranges

B. Validating data types

C. Validating Page Layouts

D. Validating Buttons

ANSWER: A B

Explanation:

Validation rules enforce data-quality requirements at the point a user attempts to save a record. They evaluate a formula expression and prevent the save when that expression evaluates to true, displaying a customized error message. This makes them well suited to validating ranges: an administrator can check whether a number, date, percentage, or currency value falls outside the business-approved minimum or maximum, including ranges that depend on record type, status, or another field's value.

They can also support validation of data types in the business-process sense, particularly where a value is captured in a flexible field such as text or where a field's content must follow a specific structure. Formula functions and logical conditions can test characteristics of entered values and require that they meet the organization's defined format or type-related requirement before the record is saved. Validation rules can be applied to both new and updated records, helping keep data consistent as it enters Salesforce through the user interface, imports, APIs, and automation, subject to the rule's formula and bypass design. Salesforce documents validation rules and their save-blocking behavior in the Validation Rules overview and provides formula guidance in the Formula Operators and Functions reference.

QUESTION NO: 39

File Attachment count towards complimentary data storage.

A. True

B. False

ANSWER: B

Explanation:

False is correct because Salesforce categorizes files and classic attachments as file storage, rather than data storage. Data storage is used for record data such as accounts, contacts, opportunities, cases, custom-object records, activities, and field values. By contrast, the binary content uploaded as an attachment consumes the organization's file-storage allocation. Therefore, adding attachments does not reduce the complimentary data-storage allocation, although it can increase file-storage consumption.

This distinction is important when an administrator monitors capacity or plans retention and archival practices. An organization can have sufficient data storage for its records while approaching its separate file-storage limit due to attachments, Salesforce Files, documents, and similar uploaded content. Salesforce's storage documentation identifies attachments as file-storage consumers and describes data and file storage as independently tracked categories. Administrators should review both values in Storage Usage and account for attachment volume when estimating required capacity. See Salesforce's Data and File Storage Allocations documentation and the Monitor Storage Usage guidance.

QUESTION NO: 40

What arc the two keys to setting up Territory Management?

Select all that apply:

A. Enable customizable forecasting

B. Advanced currency management

C. Have an Active Sandbox

D. Marketing User permission enabled

E. Enable Enterprise Territory Management in Setup.

F. Create and activate a territory model.

ANSWER: E F

Explanation:

Enterprise Territory Management begins by enabling the feature in Setup. This makes the Territory Management configuration and planning tools available to administrators, including territory models, territory types, assignment rules, and territory assignments. The central configuration artifact is a territory model: an administrator creates a model, builds its hierarchy of territories, defines assignment rules where appropriate, and activates the model when it is ready to drive territory-based access and account assignments. Activation is the step that puts the model into operational use, so a model can be designed and tested without changing the active territory structure until the administrator is ready.

Forecasting can be integrated with territories when an organization uses the relevant forecasting capabilities, but it is not a foundational requirement for setting up Enterprise Territory Management. Similarly, a sandbox is a recommended place to validate configuration and deployment practices, rather than a required feature for enabling or configuring territory management. Salesforce's learning material outlines the enablement and territory-model workflow in Get Started with Enterprise Territory Management. For the broader administrative setup process, see Salesforce's Territory Management documentation.

QUESTION NO: 41 - (SIMULATION)

SIMULATION What happens to any field level data related to a losing record during a record merge?

ANSWER: See the explanation for the answer

Explanation:

Answer: During a record merge, field-level data from a losing record is retained only when the corresponding field on the winning record is blank. Salesforce copies the losing record's value into that blank field on the winning record.

If the winning record already contains a value in the field, its value is kept and the losing record's value is discarded when the losing record is deleted.

QUESTION NO: 42

Controls are no longer supported by SFDC

A. True

B. False

ANSWER: A

Explanation:

True is correct in the context of Salesforce S-Controls. S-Controls were an older Salesforce customization mechanism that allowed administrators to create web-based content, often using HTML and JavaScript, and expose it through custom links or buttons. Salesforce deprecated S-Controls and stopped making them available for new use; organizations should use supported declarative and programmatic alternatives instead. These alternatives include Lightning Experience actions, custom buttons and links where applicable, Visualforce pages, Lightning components, and Flow, depending on the intended user experience and business process.

This reflects Salesforce's platform direction toward technologies that are compatible with the modern Lightning user interface, current security requirements, and supported development tooling. For an experienced administrator, recognizing that S-Controls are a legacy feature is important when assessing inherited customizations or planning a replacement during modernization work. Salesforce documentation identifies S-Controls as a retired feature and directs customers to contemporary replacement approaches. See Salesforce's S-Control retirement guidance and the Lightning Web Components developer guide for the supported Lightning-era customization model.

QUESTION NO: 43

What can be turned on in Sandbox?

Select all that apply:

A. Approval processes

B. Case escalation rules

C. Case assignment rules

D. Oppty reminders

ANSWER: A C

Explanation:

In a Salesforce sandbox, administrators can activate and test both **Approval processes** and **Case assignment rules**. A sandbox is an isolated copy of an organization intended for safely configuring, developing, validating, and testing metadata and business automation before those changes are deployed to production. Approval processes can be activated so that test records follow the defined submission, approval, rejection, and final-action steps. This lets an administrator confirm that the approval criteria, assigned approvers, email templates, and record actions behave as intended with sandbox users and sample data.

Case assignment rules can also be activated in a sandbox to test how newly created or updated cases are routed to users or queues. Administrators can validate rule-entry criteria, rule order, and assignment behavior without affecting production case ownership or service operations. Testing these automations in a sandbox supports safer release management because configuration issues can be found before deployment. Salesforce describes sandboxes as environments for testing configuration and customizations, and its documentation explains how assignment rules are used to automatically assign cases. See Salesforce Sandbox Overview and Set Up Case Assignment Rules.

QUESTION NO: 44

What can the Schema Extract Tool provide the administrator prior to loading data into Sales force?

Select all that apply:

A. All fields on a given object

B. Field data types

C. Location of data on the storage pod

D. Determine order of data load

E. Number of records containing data per field

ANSWER: A B D

Explanation:

The Schema Extract Tool is used to obtain metadata about an organization's object model before preparing an import. It can provide **all fields on a given object**, giving an administrator a usable inventory of destination fields to map from the source file. It can also provide **field data types**, which is essential for preparing values in compatible formats, such as dates, numbers, checkboxes, picklists, and lookup IDs. This information supports accurate field mapping and data cleansing before a load begins.

The extracted schema also exposes object relationships and field dependencies. That information helps an administrator **determine order of data load**: records for parent objects can be loaded first so that the IDs or external IDs required by related child records are available when those child records are imported. Salesforce's describe metadata represents fields and relationship information for an object, which is the underlying type of schema detail needed for this preparation. See the Salesforce REST API sObject Describe reference and Salesforce's relationship overview documentation for details on object fields and relationships.

QUESTION NO: 45

Which statement is FALSE regarding Visual force?

A. It allows developers to replace the standard page layouts within the Sales force use r interface with completely customer pages.

B. It uses Apex for advanced business logic.

C. It is available to users of all editions.

D. It is available to users of Enterprise. Unlimited, and Developer Edition s Only.

ANSWER: D

Explanation:

The statement *"It is available to users of Enterprise. Unlimited, and Developer Edition s Only."* is false because Visualforce is not restricted to those three editions. Visualforce is Salesforce's server-rendered UI framework for creating custom pages and interfaces, and its page-markup capability is available across Salesforce editions. Although particular implementation capabilities can depend on an organization's edition, licenses, enabled features, and user permissions, the core availability of Visualforce pages is not limited solely to Enterprise, Unlimited, and Developer editions.

Salesforce documents Visualforce as a framework for building custom user interfaces using markup, standard controllers, and—where needed—custom Apex controllers. In particular, the ability to use Apex for custom controller logic does not redefine Visualforce availability as being only for editions that historically offered broader Apex development capabilities. When evaluating statements about platform features, distinguish between the availability of the UI technology itself and access to specific development features or configuration capabilities. Salesforce's Visualforce developer documentation

describes the framework and its supported use for custom pages: Visualforce Developer Guide: Introduction to Visualforce. Salesforce's current feature documentation is also available through Salesforce Help: Visualforce.

QUESTION NO: 46

What is the fastest way to communicate new release information to your end users?

A. Feature detail pages

B. Detailed release notes

C. Admin preview doe

D. Discover button in app

ANSWER: D

Explanation:

The **Discover button in app** is the fastest communication channel because it places relevant release information directly in the Salesforce experience where end users already work. Rather than requiring people to find, open, and interpret external release documentation, an in-app discovery experience can surface announcements and learning content at the point of use. This reduces the effort required of users and makes timely awareness of new capabilities more likely.

For an administrator, release communication should be concise, targeted, and connected to the user workflow. In-app discovery supports that goal by helping users encounter new features while they are using the application, allowing them to learn about changes without leaving Salesforce or searching through a lengthy set of notes. It is especially useful when a release introduces productivity improvements or interface changes that users should adopt promptly. Salesforce's release-readiness guidance emphasizes planning communications and enablement for each release, while its release resources provide the supporting details administrators can use to prepare those messages. See Salesforce Release Readiness Strategies and the Salesforce Release site.

QUESTION NO: 47

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

ANSWER: C

Explanation:

Initial submission actions occur immediately when a user submits a record for approval, before the approval request is routed to the first approval step. An approval process can use these actions to update fields, create tasks, send email alerts, or submit outbound messages. For example, an initial submission action might change a record's status to indicate that it is pending approval and notify an administrator or record owner that the approval process has begun. These actions establish the record's appropriate state at the moment of submission, then Salesforce evaluates and routes the request according to the configured approval steps. This sequencing is important because it lets an administrator automate preparation and notification activities consistently for every record that enters the approval process. Salesforce documents initial submission actions as the actions that execute when a record is first submitted for approval. See Salesforce Help: Initial Submission Actions and Salesforce Help: Approval Processes Overview.

QUESTION NO: 48

Which action is possible with Connect for Lotus Notes and Sales force for Outlook?

Choose 3 Answers

A. Create accounts in Sales force

B. Synchronize calendar appointments to Sales force

C. Upload email attachments to Sales force

D. Synchronize contacts and tasks to Sales force

ANSWER: B C D

Explanation:

Both Connect for Lotus Notes and Salesforce for Outlook were desktop integrations designed to connect users' email and personal-information-management tools with Salesforce. They supported synchronization of calendar appointments, allowing users to keep applicable event information aligned between their desktop calendar and Salesforce. They also supported synchronizing contacts and tasks, which helped users work with Salesforce records while continuing to use their familiar email client.

In addition, both integrations provided email-to-Salesforce capabilities. Users could associate emails with Salesforce records and upload email attachments to Salesforce as part of saving or logging email activity. This made relevant correspondence and supporting files available from Salesforce to users with record access, rather than leaving those materials only in an individual mailbox.

These features reflect the historical functionality documented for the Salesforce desktop email integrations. Salesforce has since retired Salesforce for Outlook and Connect for Lotus Notes, so organizations should use supported alternatives, such as the Outlook integration, Einstein Activity Capture where appropriate, or email-to-Salesforce features. See Salesforce's retirement information for Salesforce for Outlook and Salesforce Outlook integration documentation.

QUESTION NO: 49

What arc the benefits of Apex versus other applications?

Select all that apply:

A. Runs Natively on SFDC servers

B. Faster than non-server code

C. Supported by SFDC

ANSWER: A C

Explanation:

Apex is Salesforce's proprietary, strongly typed programming language for implementing custom business logic on the Salesforce platform. "Runs Natively on SFDC servers" is a benefit because Apex code executes within Salesforce's managed, multitenant runtime rather than requiring an administrator or developer to deploy, operate, patch, and scale separate application servers. That close platform integration also lets Apex work directly with Salesforce records, platform features, and transaction processing while enforcing the platform's security and resource controls.

"Supported by SFDC" is also a benefit. Salesforce provides the language runtime, documentation, development tools, testing requirements, deployment mechanisms, and ongoing platform maintenance. Apex is designed to run with Salesforce releases and is covered by Salesforce's platform support model, reducing the operational responsibility associated with independently hosted custom applications. Salesforce documentation describes Apex as a language that executes on the Salesforce platform and supports calls to the platform database and API. Learn more in the Apex Developer Guide introduction and the Salesforce Trailhead Apex Database module.

QUESTION NO: 51

What is true about Territory Assignment Rule?

Choose 2

A. Rules Run when an Account updated or created via Connect offline

B. Rule s Run If an account created by Sales force Mobile

C. Rules Run when duplicate accounts merged.

D. Rules Run when products updated in Opportunity.

ANSWER: B C

Explanation:

“Rule s Run If an account created by Sales force Mobile” and “Rules Run when duplicate accounts merged.” are correct. In the original Salesforce Territory Management behavior, territory assignment rules evaluate account records during specific supported account-creation and account-maintenance events. Creating an account through Salesforce Mobile is one such supported event, so Salesforce can evaluate the account’s field values against the active territory assignment rules and associate the account with the applicable territories. This keeps territory coverage aligned when representatives create accounts while working on mobile devices.

Merging duplicate account records is also a supported event for territory assignment-rule processing. A merge produces a surviving account record whose data may differ from either original record. Salesforce evaluates the resulting account against the configured rule criteria so that territory associations reflect the merged account’s current values. This is important because attributes commonly used in rule criteria—such as billing geography, industry, account type, or custom segmentation fields—can change as part of resolving duplicates. Salesforce’s Territory Management documentation describes using account assignment rules to assign accounts to territories and the related account-processing behavior. See Salesforce Help: Assign Accounts to Territories and Salesforce Trailhead: Territory Management Basics.

QUESTION NO: 53

Which are not a capability of a delegated administrator?

A. Create/ edit users and reset passwords

B. Create custom fields

C. Create default sales teams

D. Create personal groups for users

E. Create Custom Objects

F. Assign users to specified profiles

G. Login as a use r who has granted login access

ANSWER: B

Explanation:

Create custom fields is not an inherent delegated-administration capability. Delegated administration is designed to let a central administrator safely distribute defined user-management and operational tasks to selected users, while retaining control over organization-wide configuration and metadata changes. A delegated administrator’s authority is constrained by the delegated administration group configuration, including the roles, public groups, profiles, and selected custom objects that the administrator has been assigned to manage. This scoped model supports day-to-day administration without granting unrestricted Setup customization access.

Creating a custom field changes an object's metadata and can affect page layouts, field-level security, formulas, validation, reporting, integrations, and the organization's broader data model. Consequently, it requires the appropriate customization permissions, such as *Customize Application*, rather than being supplied merely by membership in a delegated administration group. An administrator can grant a user additional permissions separately when justified, but that is distinct from the standard capabilities conferred by delegated administration itself. Salesforce's delegated administration documentation describes the feature as controlled, scoped administration rather than general metadata customization. See Salesforce Help: Delegated Administration and Trailhead: Delegate Administrative Responsibilities.

QUESTION NO: 54

Which tools provide SQL-like control in receiving data from Sales force?

Select all that apply:

A. Reports

B. Data Loader

C. Excel Connector

D. Weekly export

ANSWER: B C

Explanation:

Data Loader and **Excel Connector** provide SQL-like control because they can retrieve Salesforce records by using Salesforce Object Query Language (SOQL). SOQL is Salesforce's query language for selecting records and fields from Salesforce objects, with capabilities such as choosing fields, filtering records with `WHERE` conditions, sorting results, and relating objects where supported. In Data Loader, an administrator can export data by selecting an object and defining or supplying a SOQL query. This makes it useful when a precise, repeatable extract is required for analysis, integration, backup-related work, or data maintenance.

Excel Connector similarly enables users to bring Salesforce data into Microsoft Excel using queries, allowing the retrieved dataset to be controlled more precisely than a preconfigured export. The essential characteristic of both tools is direct query-based retrieval: the user specifies the desired Salesforce data rather than relying solely on a fixed export schedule or a saved presentation of data. Salesforce documents SOQL syntax and query behavior in the SOQL and SOSL Reference and documents Data Loader export operations in Salesforce Help: Export Data with Data Loader.

QUESTION NO: 55

Which is NOT an option for customizing Sales force Community?

A. Half-Life

B. Categories

C. Customized page layouts

D. Customized s earch layouts.

ANSWER: A

Explanation:

Half-Life is the correct answer because it is not a Salesforce Experience Cloud (formerly Salesforce Community) customization feature or configuration concept. Salesforce communities can be branded and tailored through Experience Builder, themes, page variations, components, navigation, audience targeting, and data-access configuration. These capabilities help an administrator create a community experience appropriate for customers, partners, or employees, including tailoring the pages and information that members use.

“Half-Life” is instead a term most commonly associated with scientific decay and the name of a video-game series; it has no recognized role in Salesforce community setup, Experience Builder, or community administration. Therefore, it is the item that does not represent an option for customizing a Salesforce community. For an overview of Experience Cloud and how it supports creation and customization of digital experiences, see Salesforce Trailhead: Experience Cloud Basics. Salesforce’s product documentation also describes using Experience Builder to customize a site’s pages, branding, and components: Experience Cloud Sites Overview.

QUESTION NO: 56

What is the best way to transfer configurations from Sandbox to Production?

A. Import Wizard

B. Metadata API

C. Change Sets

D. Data loader

ANSWER: C

Explanation:

Change Sets are the best answer for transferring declarative configurations from a Sandbox to its associated Production org through the Salesforce user interface. An administrator creates an outbound change set in the Sandbox, adds supported metadata components such as custom objects, fields, flows, validation rules, reports, and permission sets, uploads it to Production, and then validates and deploys the inbound change set there. This process is designed specifically for moving configuration metadata between related Salesforce orgs without exporting or re-entering each setup change manually. Dependencies can be included so that the deployed configuration has the components it needs to function in Production, and validation allows the deployment to be checked before it is committed. Change Sets are therefore a practical, native deployment mechanism for an experienced administrator managing Sandbox-to-Production releases. Salesforce documents the workflow for creating, uploading, validating, and deploying change sets in its Change Sets documentation. For the broader metadata deployment model that Change Sets use, see the Salesforce Metadata API Developer Guide.

QUESTION NO: 57

What are the two major pieces to S-Controls?

A. Hooks and Controllers

B. Controllers and Protectors

C. HTML & Java Script

D. Visual Presentation & Functional/code

ANSWER: C

Explanation:

HTML & Java Script is correct because an S-Control is a legacy Salesforce Classic customization built from markup for the content presented to a user and JavaScript for behavior performed in the browser. The HTML portion defines the visual structure of the page or interface fragment, such as text, fields, links, tables, and images. The JavaScript portion supplies functional logic, including reacting to user actions, reading values exposed by Salesforce merge fields, manipulating the rendered page, and navigating to Salesforce URLs. Together, these two components let an administrator create a custom browser-based interaction without using a server-side controller architecture.

Although S-Controls are a legacy feature and should not be selected for new development, recognizing their composition is useful when maintaining an older Salesforce Classic org. Modern Salesforce UI development uses supported technologies such as Visualforce and Lightning components, but the fundamental distinction remains that markup describes what users

see and JavaScript provides client-side behavior. Salesforce's Visualforce documentation describes HTML-based page construction and its relationship to JavaScript in custom pages; see Visualforce Developer Guide. For current JavaScript development concepts in Salesforce, see JavaScript in Lightning Web Components.

QUESTION NO: 58

How would an administrator ensure that users are not able to edit account records owned by other users?

A. Set the organization wide default for accounts to Public Read/Write

B. Remove edit access from the account object on the user profile.

C. Set the organization wide default for accounts to Public Read Only.

D. Override the Edit button on the account object with an Apex trigger to limit edit access to account owners only

ANSWER: C

Explanation:

Set the organization wide default for accounts to Public Read Only. Organization-wide defaults establish the baseline level of record access for users who do not own a record and who have not received additional access through sharing. With the Account default set to Public Read Only, users can locate and view account records owned by other users, but they do not receive edit access merely because the records are shared at the organization-wide level. Account owners retain full access to the records they own, allowing them to maintain their own accounts while preserving read-only access for other users.

Organization-wide defaults are the foundation of Salesforce's record-level security model and should be set to the most restrictive baseline that meets the business requirement. Administrators can then selectively extend access when needed through sharing mechanisms. In a production security review, the administrator should also evaluate existing sharing rules, account teams, manual sharing, and role-hierarchy access, because these can grant access beyond the organization-wide baseline. The appropriate baseline for the stated requirement is Public Read Only. See Salesforce's organization-wide defaults documentation and the Trailhead record-level security module.

QUESTION NO: 59

Force.com is multi-tenant. What does this statement mean?

A. It can share hardware and other infrastructure.

B. Multiple resources can work on it at the same time.

C. It can be deployed at multiple locations.

D. There are multiple features to protect your data.

ANSWER: A

Explanation:

"It can share hardware and other infrastructure." is correct because multitenancy is Salesforce's cloud architecture in which many customer organizations, or tenants, use the same underlying application platform, computing infrastructure, and software resources. Rather than every customer running a separately installed and maintained copy of the platform, Salesforce operates a shared service and delivers upgrades, reliability capabilities, and platform innovations centrally. Each tenant's data and configuration remain logically isolated and protected, even though the underlying resources are shared. This model enables Salesforce to scale efficiently and deliver consistent functionality across its customer base while allowing each organization to configure the platform to meet its own business requirements. Salesforce describes its multitenant architecture as sharing technology resources among multiple customers while keeping customer data secure and separate. See Salesforce Architects: Multitenancy and Salesforce Help: Multitenancy.

QUESTION NO: 60

How many letters do you have to enter for the auto-complete to work?

A. 1

B. 2

C. 3

D. 4

ANSWER: A

Explanation:

Auto-complete begins after entering **1** character. In Salesforce, this type-ahead behavior is designed to begin suggesting matching values as soon as the user starts typing, helping users locate records or values without entering a full name or search phrase. The first character provides the initial input used to generate relevant suggestions, and additional characters progressively narrow the displayed matches. This behavior supports faster, more consistent data entry and navigation, particularly when users work with lookup-style fields and search interfaces. Salesforce documentation describes search suggestions as results that appear while a user types, and Salesforce's user-interface guidance emphasizes using responsive, incremental search experiences to help users find records efficiently. Administrators should also remember that the exact suggestions a user sees can depend on record access, field configuration, and the particular Salesforce interface in use; however, the auto-complete interaction starts with the first keystroke in the context tested here. See Salesforce's Search Overview and the Lightning Design System lookup guidance.

QUESTION NO: 61

What tools are available to help troubleshoot issues with an approval process?

Select all that apply

A. Approval History related list

B. Visual force Pages

C. Sales force email logs

D. Apex triggers

ANSWER: A C

Explanation:

The **Approval History related list** is a primary troubleshooting resource because it records the approval process activity for an individual record. An administrator can use it to review the submission date, current approval status, assigned approver, approval steps that were completed, and comments or actions captured during the process. This record-level history helps establish where processing stopped or which action occurred most recently. Salesforce documents the approval process lifecycle and the information available from approval requests in its Approval Processes overview.

Sales force email logs are also useful when the reported issue concerns approval-related email notifications, such as an approver claiming not to have received a request or a submitter not receiving a status notification. Email Log Files provide delivery and processing details that administrators can request and inspect to help trace messages sent from Salesforce. This enables an admin to investigate the email portion of an approval workflow alongside the record's Approval History. Salesforce describes how to request and use these logs in Email Log Files.