



ADM-201^{Q&As}

Administration Essentials for New Admins

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QUESTION 1

What are two sources from which cases can be created?

- A. Web-to-Lead
- B. Web-to-Web
- C. Email-to-Case
- D. Connect for Outlook

Correct Answer: CD

QUESTION 2

Universal Containers has just acquired a new company whose Sales team has a unique sales process with stages that are different than currently set up in Salesforce. To make sure the acquisition runs smoothly, the Executive team does not

want the new Sales team to have to change their process at all.

What should the Administrator do to incorporate the new Sales team's process?

- A. Create new values for the Opportunity Stage field and create a new Sales Process assigned to a custom Record Type for the new Sales team.
- B. Create a Record Type and page layout for the new Sales team and a custom field for the new Stages.
- C. Create new values for the Opportunity Stage field and use field-level security to control which teams see which fields.
- D. Create new values for the Opportunity Stage field and order them so that the new Sales team's values are at the Pencil and Paper bottom of the picklist.

Correct Answer: A

QUESTION 3

You can customize to restrict users ability to log in to saleforce.

- A. Profile
- B. Role
- C. Page Layout
- D. Record Type
- E. Security Settings



Correct Answer: A

QUESTION 4

A Profile is a collection of settings and permissions that determine what the user can do with records they have access to and how they view those records.

- A. True
- B. False

Correct Answer: A

QUESTION 5

What are true for the data loader?

- A. It deduplicates and inserts records
- B. It comes installed with salesforce.com application
- C. It can load all objects, including custom objects
- D. It cannot load custom objects
- E. It generates an error report after the loading

Correct Answer: CE

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