ADM-201^{Q&As}

Administration Essentials for New Admins

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QUESTION 1

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 2

Which three features can automatically create a Case? Choose 3 answers

A. Web -to -Case

B. Process Builder

C. Lightning for Outlook

D. Email-to-Case

E. SMS-to-Case

Correct Answer: ABD

QUESTION 3

Ursa Major Solar has a social marketing team set up as a public group. A sales representative would like to engage the social marketing team on one opportunity.

What should the sales representative do to ensure the social marketing team can access the opportunity?

A. Change the opportunity owner to the public group.

B. Manually share the record with the public group.

C. Add the public group to an opportunity queue.

D. Add the public group to the opportunity team.

Correct Answer: B

QUESTION 4

Users create expense reports and attach receipts in an Expenses app before submitting them for approval. What should the Administrator consider from a User\\'s perspective when enabling this App for Salesforce Mobile?

A. Users can search Salesforce Records, attach receipts as photos, and approve records from Chatter.

B. Users can create records, attach receipts as photos, and submit for approval. Calculator

C. Users can create list views, attach receipts as photos, and submit records for approval.

D. Users can use Search, create list views, and receive record push notifications from Chatter.

Correct Answer: A

QUESTION 5

An administrator Is creating a new user. Which two aspects should be considered when creating the username? Choose 2 answers

A. Username is added to the Active User Log.

B. Username is in the format of an Email Address.

C. Username is identical to the User\\'s Email address.

D. Username is unique across all Salesforce Orgs.

Correct Answer: BD

QUESTION 6

Which of the following are true about the field type "Text Area(Long)" ?

A. 1) Maximum length of 32,000 chars. 2) Any length from 0 to 32,000 chars. is allowed 3) Line breaks do not count towards the max length of the field 4) This data type is not available for activities or products on opportunities

B. 1) Maximum length of 3200 chars. 2) Any length from 256 to 32,000 chars. is allowed 3) Line breaks do not count towards the max length of the field 4) This data type is not available for activities or products on opportunities

C. 1) Maximum length of 32,000 chars. 2) Any length from 256 to 32,000 chars. is allowed 3) Line breaks count towards the max length of the field 4) This data type is available for activities or products on opportunities

D. 1) Maximum length of 32,000 chars. 2) Any length from 256 to 32,000 chars. is allowed 3) Line breaks count towards the max length of the field 4) This data type is not available for activities or products on opportunities

Correct Answer: D

QUESTION 7

The Director of Sales wants a report that shows the Opportunity pipeline for the current and next fiscal quarters. This

report should be grouped by Sales Rep and Opportunity Stage. Which report format would you use to create this custom report?

A. The Summary Report

B. The Tabular Report

C. Matrix Report.

Correct Answer: A

QUESTION 8

Cloud Kicks has a screen flow with two questions on the same screen, but only one is necessary at a time. The administrator has been asked to show only the question that is needed. How should an administrator complete this?

A. Use a new version of the flow for each scenario.

B. Use a decision element and a new screen to show the proper question.

C. Use a conditional visibility to hide the unnecessary question

D. Use branching in the flow screen to show the proper scenario.

Correct Answer: C

QUESTION 9

When importing Lead records you must use _____ Currency

A. An active or inactive

B. An active

C. An inactive

Correct Answer: B

QUESTION 10

An administrator gets a rush request from Human Resources to remove a user\\'s access to Saiesforce Immediately. The user is part of a hierarchy field called Direct Manager. What should the administrator do to fulfill the request?

A. Change the user\\'s profile to read-only while removing them from being referenced in the Direct Manager field.

B. Freeze the user to prevent them from logging m while removing them from being referenced in the Direct Manager field.

C. Delete the user and leave all records where they are referenced in the Direct Manager field without changes.

D. Deactivate the user and delete any records where they are referenced in the Direct Manager field.

Correct Answer: B

QUESTION 11

An Administrator at Ursa Major Solar is converting a lead and needs to capture custom lead data on the converted contact, what should the administrator do to accomplish this goal?

A. Map custom lead fields to custom contact fields.

B. Map custom lead fields to standard contact fields.

C. Utilize the data loader to move the custom lead data.

D. Utilize the lead conversion wizard to select the fields.

Correct Answer: A

QUESTION 12

In Spring\'11 salesforce.com release Dynamic Dashboards have been launched for which edition:

A. Developer Edition

B. Professional Edition

C. Enterprise Edition

D. Unlimited Edition

Correct Answer: C

QUESTION 13

Who may be assigned a workflow task? There are 5 correct answers.

A. A single user

B. Multiple users

C. The Record owner

D. The Record creator

E. An Account team role

F. A Sales Team Role

Correct Answer: ACDEF

QUESTION 14

SFDC allows me to add a reporting hierarchy (or organization chart) to my contacts. This way I can better understand the structural dynamics within the businesses I am selling to, and remember who to contact for certain aspects of a sale.

A. True

B. False

Correct Answer: A

QUESTION 15

Which permission allows a user to create a new solution?

A. Edit

B. Read

C. Create

D. Delete

Correct Answer: C

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