



ADM-201

Salesforce Certified Administrator

Exam Summary – Syllabus – Questions

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Introduction to ADM-201 Exam on Salesforce Certified Administrator

The Salesforce ADM-201 exam preparation guide is designed to provide candidates with necessary information about the Administrator exam. It includes exam summary, sample questions, practice test, objectives and ways to interpret the exam objectives to enable candidates to assess the types of questions-answers that may be asked during the Salesforce Certified Administrator exam.

It is recommended for all the candidates to refer the ADM-201 objectives and sample questions provided in this preparation guide. The Salesforce Administrator certification is mainly targeted to the candidates who want to build their career in Administrator domain and demonstrate their expertise. We suggest you to use practice exam listed in this cert guide to get used to with exam environment and identify the knowledge areas where you need more work prior to taking the actual Salesforce Certified Administrator exam.

Salesforce ADM-201 Certification Details:

Exam Name	Salesforce Certified Administrator
Exam Code	ADM-201
Exam Price	\$200 USD
Duration	105 minutes
Number of Questions	60
Passing Score	65%
Recommended Training / Books	Administration Essentials for New Admins (ADM 201) Administration Essentials for New Admins and Certification (ADM 201C)
Schedule Exam	PEARSON VUE
Sample Questions	Salesforce ADM-201 Sample Questions
Recommended Practice	Salesforce Certified Administrator Practice Test

Salesforce ADM-201 Exam Syllabus:

Section	Objectives	Weight
ORGANIZATION SETUP	<ul style="list-style-type: none"> - Describe the information found in the company information (e.g., fiscal year, business hours, currency management, default settings) - Distinguish between the various UI features that an administrator controls, including the implications (e.g., UI settings, search settings, list views, home page layouts). 	2%
USER SETUP	<ul style="list-style-type: none"> - Identify the steps to set up and/or maintain a user (e.g., assign licenses, reset passwords, and resolve locked user accounts). - Understand the implications of activating, deactivating, or freezing a user. 	7%
SECURITY AND ACCESS	<ul style="list-style-type: none"> - Explain the various organization security controls (e.g., passwords, IP restrictions, identity confirmation, network settings). - Given a user request scenario, apply the appropriate security controls based on the features and capabilities of the Salesforce sharing model (e.g., organization-wide defaults, roles and the role hierarchy, manual sharing, sharing rules and public groups). - Given a scenario, determine the appropriate use of a custom profile or permission set using the various profile settings and permissions. - Describe how folders can be used to organize and secure communication templates, dashboards, and reports. 	14%
STANDARD AND CUSTOM OBJECTS	<ul style="list-style-type: none"> - Describe the standard object architecture and relationship model. - Explain how to create, delete, and customize fields and page layouts on standard and custom objects, and understand the implications of deleting fields. - Given a scenario, determine how to create and assign page layouts, record types and business processes for custom and standard objects. 	15%

Section	Objectives	Weight
SALES AND MARKETING APPLICATIONS	<ul style="list-style-type: none"> - Given a scenario, identify the capabilities and implications of the sales process. - Given a scenario, identify the appropriate sales productivity features using opportunity tools and know when products and Price Books should be used. - Describe the capabilities of lead automation tools and campaign management. - Describe the capability of Salesforce Content. 	15%
SERVICE AND SUPPORT APPLICATIONS	<ul style="list-style-type: none"> - Describe the capabilities of case management (e.g., case processes, case settings, and case comments). - Given a scenario, identify how to automate case management (e.g., case assignment, auto-response, escalation, web-to-case, email-to-case, case teams). - Describe the capabilities of solution management and Salesforce Knowledge. - Describe the capabilities of the Community application (e.g. Ideas, Answers). 	12%
ACTIVITY MANAGEMENT AND COLLABORATION	<ul style="list-style-type: none"> - Describe the capabilities of activity management (e.g., manage tasks, events, public calendars, multi-day events). - Describe the features of Chatter (e.g., feed, groups, following, security). 	3%
DATA MANAGEMENT	<ul style="list-style-type: none"> - Describe the considerations when importing, updating, transferring, and mass deleting data (e.g., CSV files, field matching, matching types, record IDs, external IDs, duplicate records). - Given a scenario, identify tools and use cases for managing data (e.g., dataloader, data import wizard). - Describe the capabilities and implications of data validation tools. - Describe the different ways to back up data (e.g., weekly data export service, exports, dataloader). 	8%

Section	Objectives	Weight
ANALYTICS - REPORTS AND DASHBOARDS	<ul style="list-style-type: none"> - Describe the options available when creating or customizing a report (e.g., report type, report format, fields, summarizing data, filtering data, charting, scheduling, and conditional highlighting). - Describe the impact of the sharing model on reports. - Describe the options available when creating and modifying dashboards (e.g., dashboard components, data sources, chart types, scheduling, and running user). - Describe the capabilities of custom report types. 	10%
WORKFLOW/PROCESS AUTOMATION	<ul style="list-style-type: none"> - Given a scenario, identify the appropriate automation solution based on the capabilities of workflow/process. - Describe capabilities and use cases for the approval process. 	12%
DESKTOP AND MOBILE ADMINISTRATION	<ul style="list-style-type: none"> - Describe the capabilities of the Salesforce Mobile App. - Describe the installation and synchronization options of Salesforce Lightning for Outlook. 	1%
APPEXCHANGE	<ul style="list-style-type: none"> - Identify use cases for AppExchange applications. 	1%

ADM-201 Sample Questions:

01. Which of the following is true about Master-detail relationship fields on custom objects?

(Select two)

- a) Ownership and access to the child record are determined by the parent
- b) The child record can be optionally deleted when the parent record is deleted
- c) Up to two master-detail relationship fields can be created on a custom object
- d) The parent relationship field on the child record is optional

02. The Data Import Wizard provides which benefits for importing data into Salesforce CRM?

(Select two)

- a) Ability to import data for all standard and custom objects
- b) Prevents duplicate records from being imported
- c) Ability to import more than 50,000 records
- d) Prevents workflow rules from firing as records are loaded into the system

03. Which statements are correct when initiating an approval process?

Select all that apply

- a) Approval processes can be set to automatically filter which users are initially involved with the approval process.
- b) Approval processes can be set to allow users to choose a user to send the approval to.
- c) Approval processes can be set to allow users to choose a queue to send the approval to.
- d) Approval processes show an error message if the record does not meet the entry criteria.
- e) Approval processes show a warning message showing the entry criteria if the record does not meet the entry criteria.

04. Universal Containers needs to track the manufacturer and model for specific car companies. How can the system administrator ensure that the manufacturer selected influences the values available for the model?

- a) Create the manufacturer field as a dependent picklist and the model as a controlling picklist.
- b) Create a lookup field from the manufacturer object to the model object.
- c) Create the manufacturer field as a controlling picklist and the model as a dependent picklist.
- d) Create a multi-select picklist field that includes both manufacturers and models.

05. Sales representatives at Universal Containers need assistance from product managers when selling certain products. Product managers do not have access to opportunities, but need to gain access when they are assisting with a specific deal. How can a system administrator accomplish this?

- a) Notify the product manager using opportunity update reminders.
- b) Enable opportunity teams and allow users to add the product manager.
- c) Use similar opportunities to show opportunities related to the product manager.
- d) Enable account teams and allow users to add the product manager.

06. Which two should a system administrator consider before importing a set of records into Salesforce?

(Choose two answers)

- a) The import file should include a record owner for each record.
- b) Currency field values will default to the personal currency of the record owner.
- c) Data should be de-duplicated in the import file prior to import.
- d) Validation rules are not triggered when importing data using the import wizard.

07. What should a system administrator consider before importing a set of records into Salesforce?

(Choose two answers :)

- a) The import file should include a record owner for each record.
- b) Currency field values will default to the personal currency of the record owner.
- c) Data should be de-duplicated in the import file prior to import.
- d) Validation rules are not triggered when importing data using the import wizard.

08. A validation rule has been created to ensure that users do not set the Close Date of an opportunity to a date in the past. What will happen if a user attempts to save an opportunity record that has a Close Date from last year?

- a) The error message defined within the validation rule is displayed on the record after the record is saved
- b) The error message defined within the validation rule is sent by e-mail to the user after the record is saved
- c) The error message defined within the validation rule is displayed on the record and the record is not saved
- d) The error message defined within the validation rule is displayed on the record and the user is shown a confirmation screen to either continue or cancel the saving of the record

09. What should a system administrator use to disable access to a custom application for a group of users?

- a) Profiles
- b) Sharing rules
- c) Web tabs
- d) Page layouts

10. Which two statements about custom summary formulas in reports are true?

(Choose two answers)

- a) Reports can be grouped by a custom summary formula result.
- b) Custom summary formulas can reference a formula field within a report.
- c) Custom summary formulas can reference another custom summary formula.
- d) Custom summary formulas can be used in a report built from a custom report type.

Answers to ADM-201 Exam Questions:

Question: 01 Answer: a, c	Question: 02 Answer: b, d	Question: 03 Answer: a, b, d	Question: 04 Answer: c	Question: 05 Answer: b
Question: 06 Answer: a, c	Question: 07 Answer: a, c	Question: 08 Answer: c	Question: 09 Answer: a	Question: 10 Answer: b, d

Note: If you find any typo or data entry error in these sample questions, we request you to update us by commenting on this page or write an email on feedback@vmexam.com