ADM-211

Salesforce Certified Advanced Administrator

Exam Summary – Syllabus –Questions

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Introduction to ADM-211 Exam on Salesforce Certified Advanced Administrator

The Salesforce ADM-211 exam preparation guide is designed to provide candidates with necessary information about the Advanced 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 Advanced Administrator exam.

It is recommended for all the candidates to refer the ADM-211 objectives and sample questions provided in this preparation guide. The Salesforce Advanced 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 Advanced Administrator exam.

Salesforce ADM-211 Certification Details:

Exam Name	Salesforce Certified Advanced Administrator
Exam Code	ADM-211
Exam Price	$200 USD
Duration	105 minutes
Number of Questions	60
Passing Score	65%
Recommended Training / Books	Administration Essentials for Experienced Admins (ADM-211) Certification Preparation for Advanced Administrator (CRT-211)
Schedule Exam	PEARSON VUE
Sample Questions	Salesforce ADM-211 Sample Questions
Recommended Practice	**Salesforce Certified Advanced Administrator Practice Test**

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Salesforce ADM-211 Exam Syllabus:

Section	Objectives	Weight
SECURITY AND ACCESS	- Given a scenario, determine the implications to record and field data access (Sharing model, controlled by parent, grant access by hierarchies, profile vs. sharing rules, portal/communities' security settings, field and record level access, sharing rules, field level security, record types). - Describe the capabilities of territory management and the implications to the sharing model. - Compare and contrast the capabilities of custom profiles, permission sets, and delegated administration.	20%
EXTENDING CUSTOM OBJECTSAND APPLICATIONS	- Describe the appropriate use of relationship types when building custom objects (master detail, lookup).	8%
AUDITING AND MONITORING	- Given a scenario, determine the appropriate tools for monitoring and troubleshooting system activity (debug log, setup audit trail).	6%
SALES CLOUD APPLICATIONS	- Explain how to customize and maintain products, price books, schedules, and quotes. - Describe the capabilities of forecasting (categories, hierarchy, quotas.	10%
SERVICE CLOUD APPLICATIONS	- Explain how to create and maintain Salesforce Knowledge (Article Record Types, data categories). - Explain how to create and maintain service entitlements and entitlement processes. - Describe the features of Salesforce which enable interaction between support agents and customers (Live Agent, Case Feed, Service Cloud Console, and portals/communities, Omni-Channel).	10%
DATA MANAGEMENT	- Explain the tools and best practices for improving and enriching data quality (validation, managing duplicates, enriching, archiving).	10%
CONTENT MANAGEMENT	- Explain how to set up and maintain Salesforce Content.	3%

Section	Objectives	Weight
CHANGE MANAGEMENT	- Describe the options available to move metadata between environments (change sets, Force.com IDE). - Describe the capabilities and best practices for using change sets to move metadata between environments.	10%
ANALYTICS, REPORTS AND DASHBOARDS	- Given a scenario, determine the appropriate analytic tools to meet complex reporting requirements (custom report types, reporting snapshots, complex charting, custom summary formulas, bucketing, joined reports, cross filters, dynamic dashboards, dashboard filters).	10%
PROCESS AUTOMATION	- Given a scenario, troubleshoot an approved process. - Given a complex scenario, determine the solution using a combination of automation tools to solve a business problem (workflow and approvals, formula fields, and when to use Visualforce and Apex triggers.	13%

ADM-211 Sample Questions:

01. Which of the following are true about opportunity pipeline and forecast reporting except?
a) Pipeline reports may include omitted opportunities from the forecast.
b) Forecasts may be overridden.
c) Pipeline reports may be overridden.
d) Opportunity stages may be used to determine the forecast category of an opportunity.

02. An Administrator has been asked to create a new field called Region Code on the Opportunity object. This field should only be visible to users with the Outside Sales, Manager, and System Administrator profiles and editable by users with the System Administrator and Manager profiles.
How should the Administrator ensure this field is accessible to only these users?
a) Edit the field-level security on the Region Code field for these three profiles.
b) Create a new record type and page layout for the Opportunity object for these three profiles.
c) Edit the role hierarchy and move the Outside Sales and Manager roles lower in the hierarchy
d) Create a new page layout for the Opportunity object for these three profiles.

03. Universal Containers has a custom field on its contact record called Salary that is hidden for all profiles except the System Administrator. The Administrator has been asked to grant Read-Only access to the Salary field to the recruiters and assistants.
The recruiters and assistants currently have two different profiles. How can the Administrator meet this requirement?
Choose two answers
a) Change the access levels in the Recruiter and Assistant profiles to Read-Only for the Salary field.
b) Create a sharing rule for the Contact object using criteria-based sharing on the Salary field.
c) Create a permission set with Read-Only access to the Salary field and assign it to the assistant and recruiter users.
d) Create a new profile for the assistants and recruiters and reassign these users to the new profile.

04. How do you auto populate the city picklist values based on the state selected?
a) Dependent Picklist
b) Validation Rules
c) Workflows
d) Duplicate Rule

05. The sales manager at Universal Containers wants to see all opportunities that do not have any activities. Which report type could be used to meet this requirement?
Choose two answers
a) A custom report type with Opportunity as the primary object and Activity as the secondary object.
b) An Opportunity report with a cross-object filter of opportunities without activities.
c) A joined report using an opportunity report in Block A; a task and event report filtered by tasks for Block B.
d) A standard Opportunity report filtered where the field Last Activity is blank.

06. A developer needs to create a trending report. What should he/she use to get the historical data?
a) Reports
b) Reporting snapshots
c) Roll-up summary
d) Report types
e) Audit history records

07. Sales representatives are reporting trouble syncing quotes with their related opportunities. What is a possible explanation for this problem?
Choose two answers
a) The attached currency is no longer active.
b) Contains
c) The quote is attached to a closed opportunity.
d) The user does not have Edit permissions on the quote.

08. What settings can you configure on a profile?
a) Revoke sharing permissions
b) Enable record types
c) Enable read, create, edit, and delete on objects
d) Specify language

09. How can Eric Cordell become the owner of a lead record he did not create?
a) By accepting the record from a queue
b) By being above the current owner of the record in the role hierarchy
c) By already being a record owner
d) By having someone share the record with him
e) By having Modify All Data permission

10. Universal Containers has a requirement to report on opportunities where the probability has dropped beneath 50%. The Administrator has created a custom checkbox as a way to identify these records. What else should the Administrator do to meet this requirement?
a) Enable field history tracking on the field and include the history in the report filter.
b) Create an approval process that submits the opportunity for approval when the custom checkbox is true.
c) Create a workflow rule that updates the field when the probability drops below 50%.
d) Build a validation rule that displays an error when the user enters the probability at less than 50%.

Answers to ADM-211 Exam Questions:

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

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