



ADM-201^{Q&As}

Administration Essentials for New Admins

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QUESTION 1

What are two valid use cases for Salesforce Communities? Choose 2 answers

- A. External customers can gain full user rights to Salesforce.
- B. External customers can track their purchases and open support cases.
- C. External partners can track the status of joint Opportunities.
- D. Internal users can replicate Salesforce automation without licenses fees.

Correct Answer: BC

QUESTION 2

Which of the following objects support business processes? (Choose 2)

- A. Cases
- B. Opportunities
- C. Campaigns
- D. Knowledge

Correct Answer: AB

QUESTION 3

What information does the Company Profile Hold? (Choose 3)

- A. Language, Locale, and Time Zone
- B. Licenses, Storage and Used Space
- C. Fiscal Year
- D. Forecasting
- E. None of the above

Correct Answer: ABC

QUESTION 4



If Phil is promoted from a Sales Associate to Senior Sales Exec, and the new sales associate is appointed to take Phil's responsibilities. What are the appropriate steps to transfer Phil's account to the new associate?

- A. Overwrite Phil's User Profile with the new associates information and create a new profile for Phil.
- B. Create a new profile for Phil as well as new associate. Deactivate Phil's profile with Sales Associate role and transfer all the accounts, opportunities and leads to the new associate.
- C. Associate the new role to Phil's existing profile and Transfer all the accounts, opportunities and leads to the new associate.
- D. None of the above

Correct Answer: B

QUESTION 5

What does the dashboard snapshot on the Home Page display?

- A. Only the dashboard determined by the System Administrator
- B. You cannot display a dashboard on the Home Page
- C. The first two rows of any of your available dashboards
- D. The first row of any available dashboards
- E. The Complete Dashboard set by the User himself

Correct Answer: D

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