



Certification Exam Guide

# SALESFORCE CERTIFIED ADMINISTRATOR

Summer '18

# CONTENTS

About the Salesforce Certified Administrator Program .....	1
Section 1. Purpose of this Exam Guide.....	2
Section 2. Audience Description: Salesforce Certified Administrator .....	3
Section 3. About the Exam.....	4
Section 4. Recommended Training and References .....	5
Section 5. Exam Outline .....	6
Section 6. Sample Exam Questions .....	9
Section 7. Answers to Sample Exam Questions .....	11
Section 8. Maintaining a Certification.....	12

## ABOUT THE SALESFORCE CERTIFIED ADMINISTRATOR PROGRAM

The Salesforce Certified Administrator program is designed for individuals who have experience as a Salesforce administrator. The program encompasses the breadth of applications, the features and functions available to an end user, and the configuration and management options available to an administrator across the Sales, Service, and Collaboration Clouds.

The first credential in the program is the Salesforce Certified Administrator. This credential focuses on the features and functionality used to maintain a Salesforce implementation. The second level in the program is the Salesforce Certified Advanced Administrator. This credential is targeted toward the Salesforce Certified Administrator who has mastered Salesforce configuration maintenance, can demonstrate an understanding of administration best practices, and is able to use the advanced features and functionality to solve a variety of business problems.

## SECTION 1. PURPOSE OF THIS EXAM GUIDE

This exam guide is designed to help you evaluate if you are ready to successfully complete the Salesforce Certified Administrator exam. This guide provides information about the target audience for the Salesforce Certified Administrator exam, the recommended training and documentation, and a complete list of exam objectives—all with the intent of helping you achieve a passing score. Salesforce highly recommends a combination of on-the-job experience, course attendance, and self-study to maximize your chances of passing the exam.

## SECTION 2. AUDIENCE DESCRIPTION: SALESFORCE CERTIFIED ADMINISTRATOR

The Salesforce Certified Administrator has experience performing as a Salesforce Administrator, including practical application of the skills and concepts noted in the exam objectives. The candidate should have a general knowledge of the features available to the end users and the configuration options available to a Salesforce Administrator. The candidate should be capable of maintaining a Salesforce organization, responding to common business requirements, and performing administrative functions using the current version of the Salesforce features.

The candidate should successfully complete the Administration Essentials course (ADM201) from Salesforce or an Authorized Training Center or possess the equivalent experience and knowledge prior to taking the exam. Additionally, the candidate should have six or more months of experience as a Salesforce Administrator and should be able to successfully perform the tasks outlined in the exam objectives.

## SECTION 3. ABOUT THE EXAM

The Salesforce Certified Administrator exam has the following characteristics:

- Content: 60 multiple-choice/multiple-select questions\* (5 unscored items will be added)
- Time allotted to complete the exam: 105 minutes (time allows for unscored questions)
- Passing score: 65%
- Registration fee: USD 200, plus applicable taxes as required per local law
- Retake fee: USD 100, plus applicable taxes as required per local law
- Delivery options: Proctored exam delivered onsite at a testing center or in an online proctored environment. Click [here](#) for information on scheduling an exam.
- References: No hard-copy or online materials may be referenced during the exam.
- Prerequisite: None required; course attendance highly recommended

\*Please note that as of November 16, 2017, all Salesforce certification exams will contain five additional, randomly placed, unscored questions to gather data on question performance. The duration of each exam has been evaluated and adjusted to accommodate the inclusion of the unscored questions. These five questions will be in addition to the 60 scored questions on your exam, and will have no impact whatsoever on your score.

## SECTION 4. RECOMMENDED TRAINING AND REFERENCES

As preparation for this exam, Salesforce recommends a combination of: hands-on experience, training course completion, Trailhead trails, and self-study in the areas listed in the Exam Outline section of this exam guide.

To access the most comprehensive training list, download a copy of our Salesforce Guide to Certification available [here](#).

To enroll in instructor-led courses from your Salesforce application, click the **Help & Training** link in the upper right corner of the screen (requires login) and search for the desired courses. Non-Salesforce customers can register for instructor-led courses [here](#).

Instructor-Led Training recommended for this exam:

- Administration Essentials for New Admins (ADM-201)
- Administration Essentials for New Administrators and Certification (ADM-201C)
- Preparing for Your Salesforce Administrator Certification (CRT-101)
- Administrative Essentials for New Admins in Lightning Experience (ADX-201)
- Salesforce Proficiency Pack for Admins

To review online Documentation, Tip Sheets, and User Guides – search for the topics listed in the Exam Outline section of the exam guide and study the information related to those topics. Documentation, Tip Sheets, and User Guides can also be accessed through **Help & Training**.

Trailhead can be accessed [here](#).

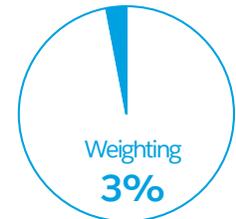
Check out the official [Certification Trailmix](#) for this credential. We have included essential Trailhead learning specifically with you in mind.

## SECTION 5. EXAM OUTLINE

The Salesforce Certified Administrator exam measures a candidate's knowledge and skills related to the following objectives. A candidate should have hands-on experience as a Salesforce Administrator and have demonstrated the application of each of the features/functions below.

### ORGANIZATION SETUP

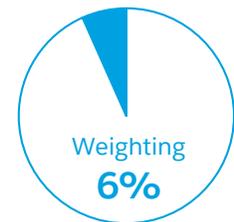
- Describe the information found in the company information (e.g., fiscal year, business hours, currency management, default settings).
- Distinguish between the various UI features that an administrator controls, including the implications (e.g., UI settings, search settings, list views, home page layouts).



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### USER SETUP

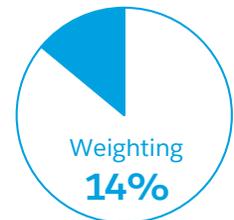
- Identify the steps to set up and/or maintain a user (e.g., assign licenses, reset passwords, and resolve locked user accounts).
- Understand the implications of activating, deactivating, or freezing a user.



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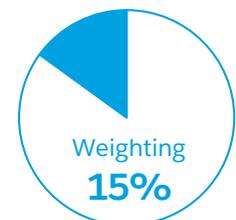
### SECURITY AND ACCESS

- 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.



### STANDARD AND CUSTOM OBJECTS

- 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.



## SALES AND MARKETING APPLICATIONS

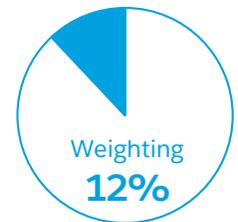
- Given a scenario, identify the capabilities and implications of the sales process.
- Given a scenario, identify the appropriate sales productivity features using opportunity tools and know when products and Price Books should be used
- Describe the capabilities of lead automation tools and campaign management.
- Describe the capability of Salesforce Content.



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## SERVICE AND SUPPORT APPLICATIONS

- 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).



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## ACTIVITY MANAGEMENT AND COLLABORATION

- 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).



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## DATA MANAGEMENT

- Describe the considerations when importing, updating, transferring, and mass deleting data (e.g., CSV files, data quality, field mapping, 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., data export service, exports, dataloader).



## ANALYTICS - REPORTS AND DASHBOARDS

- 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.



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## WORKFLOW/PROCESS AUTOMATION

- Given a scenario, identify the appropriate automation solution based on the capabilities of workflow/process.
- Describe capabilities and use cases for the approval process.



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## DESKTOP AND MOBILE ADMINISTRATION

- Describe the capabilities of the Salesforce Mobile App.
- Describe the installation and synchronization options of Salesforce Lightning for Outlook.



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## APPEXCHANGE

- Identify use cases for AppExchange applications.



## SECTION 6. SAMPLE EXAM QUESTIONS

The following questions are representative of those on the Salesforce Certified Administrator exam. These questions are not designed to test your readiness to successfully complete the certification exam, but should be used to become familiar with the types of questions on the exam. The actual exam questions may be more or less difficult than the questions below.

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

*Choose one answer*

- A. Profiles
- B. Sharing rules
- C. Web tabs
- D. Page layouts

2. Universal Containers needs to track the Manufacturer and Model for specific car companies.

How can the system administrator ensure that the selected Manufacturer provides the values available for the Model?

*Choose one answer*

- 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.

3. 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?

*Choose one answer*

- 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.

4. 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.

5. 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.

## SECTION 7. ANSWERS TO SAMPLE EXAM QUESTIONS

1. A
2. C
3. B
4. A, C
5. B, D

## SECTION 8. MAINTAINING A CERTIFICATION

One of the benefits of holding a Salesforce credential is always being up to date on new product releases. Our release exams are designed to ensure you have the latest information you need to be a successful Salesforce Certified expert.

Bookmark these useful resources for maintaining your credentials:

- [Maintenance Exam Due Dates](#)
- [Credential Status Request Overview](#)
- [Overall Maintenance Requirements](#)

**Don't let your hard-earned credential expire!** Once you earn the credential, if you do not complete all maintenance requirements by the due date, your credential will expire, or in some cases, become suspended. For more information, click [here](#).

### ABOUT TRAILHEAD

Trailhead is your path into the Salesforce economy. It's the fun way to learn the skills you need to transform your company, earn credentials that grow your career, and connect with a global movement of Trailblazers to continue learning together.

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The fun way to  
learn Salesforce

#### LEARN

Learn at your own pace, from our experts, and your peers.

#### EARN

Earn points, badges, and skill-based credentials that grow your resume.

#### CONNECT

Connect with fellow Trailblazers to learn, inspire, and blaze new trails.

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