



INSTITUTE OF AERONAUTICAL ENGINEERING

(Autonomous)

Dundigal, Hyderabad - 500 043

COMPUTER SCIENCE AND ENGINEERING

TUTORIAL QUESTION BANK

Course Name	:	Sales force
Course Code	:	ACS802
Class	:	VI Semester
Branch	:	Computer Science and Engineering
Year	:	2018 – 2019
Course Coordinator	:	Mr. R M Noorullah, Associate Professor, Department of CSE Mr. P. Ravinder, Associate Professor, Department of CSE Mr. J. Tirupati, Assistant Professor, Department of CSE

OBJECTIVES:

To meet the challenge of ensuring excellence in engineering education, the issue of quality needs to be addressed, debated and taken forward in a systematic manner. Accreditation is the principal means of quality assurance in higher education. The major emphasis of accreditation process is to measure the outcomes of the program that is being accredited.

In line with this, Faculty of Institute of Aeronautical Engineering, Hyderabad has taken a lead in incorporating philosophy of outcome based education in the process of problem solving and career development. So, all students of the institute should understand the depth and approach of course to be taught through this question bank, which will enhance learner's learning process.

S. No.	Question	Blooms Taxonomy Level	Course Learning Outcomes
UNIT-I			
Short Answer Questions			
1	How Salesforce is useful in understanding customer?	Understand	ACS802.01
2	Mention use of tunnel in Salesforce?	Understand	ACS802.03
3	What are pipeline reports in Salesforce ?	Remember	ACS802.02
4	Write the necessity of collaborating partners in Salesforce?	Understand	ACS802.01
5	How to beat competition by Salesforce?	Remember	ACS802.02
6	How to resolve customer issues in Salesforce?	Remember	ACS802.03
7	What are easy-to-use tools to measure and analyze business?	Understand	ACS802.01
8	Expand the term ERP.	Remember	ACS802.02
9	In Salesforce.com apps are developed based on which functions?	Understand	ACS802.04
10	With which app your company can now easily build or download these custom apps to fit your specific business needs?	Understand	ACS802.01
11	Which services are provided by Personal Edition of Salesforce?	Remember	ACS802.02
12	Mention services are provided by Team Edition of Salesforce?	Understand	ACS802.02
13	Describe services are provided by Professional Edition of Salesforce?	Understand	ACS802.04
14	What services are provided by Enterprise Edition of Salesforce?	Remember	ACS802.02
15	Which services are provided by Unlimited Edition of Salesforce?	Remember	ACS802.04
16	Define Sales force?	Understand	ACS802.01
17	What are Related Lists?	Understand	ACS802.01
18	Write about Sidebar?	Remember	ACS802.02
19	Define Detailed Page?	Remember	ACS802.03
20	How can we easily add new records into Salesforce?	Understand	ACS802.02

Long Answer Questions			
1	What are various critical Business challenges that can be solved by Salesforce? Explain in detail.	Understand	ACS802.01
2	What are five versions of Salesforce.com? Explain in detail.	Understand	ACS802.01
3	What are basic terms of Salesforce and explain each of the term?	Understand	ACS802.01
4	Explain different accessing mechanisms used in Salesforce?	Remember	ACS802.02
5	Explain the mechanism involved in Navigating Home Page in Salesforce?	Understand	ACS802.02
6	How to use dashboard snapshots from the home page?	Understand	ACS802.02
7	Explain mechanism involved in accessing information with sidebar ?	Understand	ACS802.02
8	How to navigate the apps in Salesforce.com?	Remember	ACS802.02
9	What are steps involved in using the view menu? Explain in detail.	Understand	ACS802.03
10	Mention steps involved in building a custom view?	Remember	ACS802.03
11	What are various steps involved in creating new record in Salesforce?	Remember	ACS802.03
12	How to locate and navigate your Personal Setup area? Explain steps involved in it.	Remember	ACS802.03
13	To modify your user record what are various steps involved? Explain.	Remember	ACS802.04
14	How to customize tabs in Salesforce? Explain step by step.	Remember	ACS802.04
15	How to customize display of a page in Salesforce? Explain.	Remember	ACS802.04
16	In Salesforce Recycle bin, how many recently deleted records can be restored?	Remember	ACS802.01
17	What are three links that can help you get more out of Salesforce?	Understand	ACS802.02
18	What are three reasons to differ Salesforce from traditional CRM?	Understand	ACS802.03
19	How to synchronize outlook in Salesforce? Explain steps involved.	Understand	ACS802.02
20	How to synchronize Lotus Notes in salesforce? Explain steps involved.	Understand	ACS802.02
Analytical Questions			
1	If travel is part of your job, you might not always be connected to the Internet, let alone to your laptop. In spite of this, you still have many options for accessing your customer information from Salesforce? How and what are different methods involved for this? Justify your answer with an example.	Understand	ACS802.04
2	What are techniques used explain with an illustration. Sending and receiving e-mail is a standard way in which most businesses communicate today. Recognizing this fact, Salesforce provides you a variety of tools to send e-mail, use templates, send automated reminders, and work with Microsoft Outlook.	Understand	ACS802.04
3	How the following task can be done in Salesforce applications and justify your answer.If you're accustomed to working in teams and you find your company's sharing model too restrictive, you can still create personal groups and provide wider access to your information.	Understand	ACS802.03
4	Explain the following concept with an example and steps involved in it. Occasionally, you delete a record and regret it. With the Sales force Recycle Bin, you've got 30 days to restore up to 5,000 recently deleted records, including any associated records. Explain this concept with an example and steps involved in it.	Understand	ACS802.04
5	Explain steps involved in the following: If you need a particular view for the way you like to look at records, you can build a custom view. If you have the right permissions, you can share these views with other groups or your entire organization. How this will be done in Saleforce? Explain steps involved in it.	Understand	ACS802.02
6	Most companies tend to make a decision between Professional and Enterprise Edition. Budget might be an issue, but the decision usually boils down to core business needs. Which steps have to be taken your company should probably start with evaluating Enterprise Edition. Explain in detail.	Understand	ACS802.03
7	If you need a particular view for the way you like to look at records, you can build a custom view. If you have the right permissions, you can share these views with other groups or your entire organization. Justify your answer how to create custom view with an example.	Understand	ACS802.02

8	If we want to navigate in the detail page to manage particular related lists. Explain with looking over the detailed page with a layout.	Understand	ACS802.01
9	Salesforce makes it easy for you to better personalize your system by providing all your setup tools in one area. To locate and navigate your Personal Setup area, which steps are followed? Explain with an example.	Understand	ACS802.02
10	If you connect to the Internet via a proxy server or your company has a firewall, you might want to consult with your IT department. Which steps are to be followed to do this? Explain with an example.	Understand	ACS802.01

UNIT – II

Short Answer Questions

S. No.	Question	Blooms Taxonomy Level	Course Learning Outcomes
1	Define campaign.	Remember	ACS802.05
2	What is Document Library in Salesforce?	Remember	ACS802.06
3	How we you can sort documents into logical groupings in Salesforce?	Remember	ACS802.05
4	What are unique actions performed to document folders in Salesforce?	Remember	ACS802.07
5	Define Case View in Salesforce.	Remember	ACS802.06
6	What is campaign name in Salesforce?	Remember	ACS802.05
7	Define campaign member in Salesforce.	Remember	ACS802.08
8	What are target lists in Salesforce?	Remember	ACS802.06
9	How many leads or contacts per list view page can be added?	Understand	ACS802.05
10	How many leads or contacts in a single lead, contact, or campaign report may be associated to a campaign in Salesforce?	Understand	ACS802.05
11	Who will administer campaign in Salesforce?	Remember	ACS802.05
12	What are different types of campaigns in Salesforce?	Remember	ACS802.06
13	To deliver an online campaign how many emails are permitted at a time for an employee?	Remember	ACS802.05
14	To deliver a online campaign how many emails are permitted at a time for company?	Remember	ACS802.06
15	What is website address of the AppExchange Directory?	Remember	ACS802.07
16	With Web-to-Lead, we can collect information from your Web sites and generate how many new leads a day?	Remember	ACS802.05
17	Define document list in Salesforce.	Remember	ACS802.07
18	How many fields can be edited in edit a document record in Salesforce.	Remember	ACS802.06
19	The deleted document is stored in your Recycle Bin for how many days in Salesforce?	Remember	ACS802.07
20	How Document Library and point to external documents can be added in Salesforce?	Remember	ACS802.06

Long Answer Questions

1	Which fields describe a Campaign Record? Explain in detail.	Understand	ACS802.06
2	Describe steps involved in creating a new campaign in Salesforce.	Remember	ACS802.05
3	Which steps are used to customize member statuses for a specific campaign in Salesforce.	Remember	ACS802.07
4	How to add members from a campaign record? Explain in detail.	Understand	ACS802.08
5	How to add members from a View in Salesforce? Explain in detail.	Understand	ACS802.05
6	What are different methodologies to execute a campaign in Salesforce?	Understand	ACS802.06
7	How to generate a general or a campaign-specific Web-to-Lead form in Salesforce?	Understand	ACS802.05
8	Describe how to view and test the HTML format in Salesforce?	Remember	ACS802.07
9	List out common folders that work for many organizations in Salesforce. Explain in details about them.	Understand	ACS802.06
10	How to update document in Salesforce? Explain steps involved in it?	Understand	ACS802.05
11	Define target lists in Salesforce?	Remember	ACS802.07
12	To import a list and attribute to a campaign, Which steps are followed in Salesforce? Explain.	Remember	ACS802.08
13	How to view leads associate with a campaign in Salesforce? Explain.	Remember	ACS802.06

14	Which steps are carried out to add list member to a campaign? Explain	Remember	ACS802.08
15	To enable Web-to-Lead in Salesforce which steps are followed?	Remember	ACS802.08
16	To manually update a lead or contact responding to a campaign, which steps are followed? Explain.	Remember	ACS802.06
17	What are different common folders that work in many organization? Explain.	Remember	ACS802.07
18	What are common functions common to list of pages in Salesforce?	Remember	ACS802.07
19	What are two options for adding documents to the library?	Remember	ACS802.08
20	To add a document and upload its file in to Salesforce which steps are followed? Explain.	Remember	ACS802.07

Analytical Questions

1	How it will be done in Salesforce? Explain with neat steps by taking an example. If you own or purchase a list and you intend for your teams to follow up on all the records, you can import the list into Salesforce as lead records and automatically link the records to a campaign.	Understand	ACS802.07
2	How the following task will be done manually in Salesforce? Explain in detail. If your campaign is designed to have recipients respond by phone or e-mail, your reps can manually update records as they interact with campaign members.	Understand	ACS802.08
3	What are two ways to update in Salesforce? Explain with an example. If leads or contacts that are part of a campaign respond in batch, you can do a mass update of campaign members.	Understand	ACS802.06
4	How this will be achieved? Explain in details. Some companies get concerned about storage constraints in Salesforce. Other companies already have a robust network drive for sales collateral and don't want to maintain two repositories.	Understand	ACS802.07
5	If you're a marketing manager, you can plan and manage the majority of your campaign preparation inside Salesforce. How this will be done explain with an example.	Understand	ACS802.08
6	A campaign <i>member</i> is a lead or a contact who is part of a specific campaign. Depending on the type of campaign you're running, you can modify the campaign to have a unique set of member statuses. To customize member statuses for a specific campaign, Which steps are to be followed? Justify your answer with an example.	Understand	ACS802.07
7	If we want to add up to 250 leads or contacts per list view page. Which steps are followed in Salesforce? Explain.	Understand	ACS802.06
8	Up to 50,000 leads or contacts in a single lead, contact, or campaign report may be associated to a campaign. To add existing members by running a report, which steps are to be followed in Salesforce?	Understand	ACS802.07
9	You can search for documents with keywords from the search box located on the Documents home page. To perform this action, click the Documents tab to go to the Documents home page, which steps are followed in salesforce? Explain.	Understand	ACS802.06
10	To send an e-mail with a document attached, go to a document list or the document detail page, which of the steps are followed?	Understand	ACS802.06

UNIT – III

Short Answer Questions

1.	What are the different types of reports available in Salesforce?	Understand	ACS802.07
2.	What is a report type?	Understand	ACS802.08
3.	When a user requests a report, what should you do?	Understand	ACS802.07
4.	What is a custom object in Salesforce? Define the trigger?	Remember	ACS802.08
5.	What is analytical snapshot in Salesforce.com ?	Understand	ACS802.07
6.	How to enable “floating report header”?	Remember	ACS802.08
7.	If we stop selling a product, should it show on the report?	Understand	ACS802.07
8.	Define a bucket field in reports?	Understand	ACS802.08
9.	What are different kinds of reports?	Understand	ACS802.09
10.	What is a bucket field in reports?	Remember	ACS802.09
11.	List out the various Standard Reports?	Understand	ACS802.08
12.	Explain in detail about the custom Reports?	Understand	ACS802.09

13.	What is a Tabular report?	Remember	ACS802.10
14.	Define Summary Report?	Understand	ACS802.10
15.	What is a Matrix Report?	Understand	ACS802.10
17.	What is Trend Report?	Remember	ACS802.10
18.	List out various Custom Report Types?	Understand	ACS802.11
20.	Who can run Reports?	Understand	ACS802.10
21.	What are the three types of object relations in Salesforce?	Remember	ACS802.11
Long Answer Questions			
1.	How many types of relationships are offered by Salesforce.com?	Understand	ACS802.11
2.	How to control access to report folders?	Understand	ACS802.11
3.	What is the difference between Trigger and Workflow?	Understand	ACS802.11
4.	What are the different types of reports available in Salesforce? Can we mass delete reports in Salesforce?	Remember	ACS802.12
5.	What are the different data types that a standard field record name can have?	Understand	ACS802.12
6.	What are the different types of object relations in salesforce? How can you create them?	Understand	ACS802.12
7.	What happens to detail record when a master record is deleted? What happens to child record when a parent record is deleted?	Understand	ACS802.09
8.	Can you have a roll up summary field in case of Master-Detail relationship?	Understand	ACS802.10
9.	Explain the term “Data Skew” in Salesforce.	Understand	ACS802.10
10.	What are the different data types that a standard field record name can have?	Understand	ACS802.10
11.	When you specify a single running user of a dashboard, that user.	Remember	ACS802.11
12.	How can I create Many – to – Many relationships?	Understand	ACS802.11
13.	List examples of custom field types?	Understand	ACS802.10
14.	What is TAB in Salesforce?	Remember	ACS802.11
15.	List things that can be customized on page layouts?	Understand	ACS802.11
16.	What is difference insert () and database insert ()?	Understand	ACS802.11
17.	How many ways we can share a record?	Remember	ACS802.10
18.	What are the Report Types?	Understand	ACS802.10
19.	What are the Record Types?	Understand	ACS802.12
20.	Different types of object in Salesforce.com? And why they called so?	Remember	ACS802.12
Analytical Questions			
1.	What is the use of writing sharing rules? Can you use sharing rules to restrict data access?	Understand	ACS802.11
2.	What is the difference between Force.com and Salesforce.com?	Understand	ACS802.12
3.	Can you edit an apex trigger/ apex class in production environment? Can you edit a visual force page in production environment?	Remember	ACS802.11
4.	When configuring a record type, an App Builder can configure the available value of a picklist field for the page layout. Which opportunity standard field is available to be configured directly in the Opportunity record type?	Understand	ACS802.11
5.	Can you edit an apex trigger/ apex class in production environment? Can you edit a Visual force page in production environment?	Understand	ACS802.11
6.	A custom object contains some records, now my requirement is to create field in this object with master detail relationship. Can we create master detail relationship in this case?	Understand	ACS802.12
7.	How can you edit an apex trigger/ apex class in production environment? Can you edit a visual force page in production environment?	Understand	ACS802.12
8.	Can Two Users Have The Same Profile? Can Two Profiles Be Assigned To The Same User?	Remember	ACS802.13
9.	Can You Have A Roll Up Summary Field In Case Of Master-detail Relationship? Explain with an example.	Understand	ACS802.13

UNIT – IV

Short Answer Questions

1.	Defining custom reports in salesforce.	Remember	ACS802.11
2.	Is it possible to schedule a dynamic dashboard in Salesforce?	Understand	ACS802.11
3.	Defining report records set.	Understand	ACS802.12
4.	Explain the Salesforce dashboard?	Understand	ACS802.12
5.	What is the difference between SOQL and SOSL?	Remember	ACS802.11
6.	Specify the layout to display custom fields in custom reports in salesforce.	Understand	ACS802.12
7.	What is an Audit Trail?	Understand	ACS802.12
8.	What is a Wrapper Class?	Understand	ACS802.13
9.	What is the sharing rule?	Remember	ACS802.13
10.	What is a dashboardib?	Understand	ACS802.13
11.	What is an object in Salesforce?	Understand	ACS802.14
12.	What is the use of “floating report header”?	Understand	ACS802.14
13.	List examples of custom field types?	Remember	ACS802.14
14.	What are the Standard and Custom Fields in Salesforce?	Understand	ACS802.14
15.	How many custom fields can I created in an object?	Understand	ACS802.12
16.	What is a profile?	Remember	ACS802.13
17.	What is Role ?	Understand	ACS802.13
18.	What are the different Dashboard Components?	Understand	ACS802.12
19.	What are dynamic Dashboards?	Remember	ACS802.13
20.	Can we schedule dynamic dashboards?	Understand	ACS802.12
21.	Who can access “drag and drop dashboard”?	Understand	ACS802.14
22.	Which type of report can be used for dashboard components?	Remember	ACS802.13
23.	How to handle comma within a field while uploading using Data Loader?	Understand	ACS802.13

Long Answer Questions

1.	What are dynamic dashboards? Can dynamic dashboards be scheduled?	Understand	ACS802.13
2.	What is the junction object and what purpose does it serve?	Understand	ACS802.13
3.	How to design dashboards for multiple devices?	Understand	ACS802.13
	What are dynamic dashboards? Can dynamic dashboards be scheduled?	Remember	ACS802.14
4.	What is the difference between SOQL and SOSL?	Understand	ACS802.14
5.	Which capability allows an app builder to grant object-level access?	Understand	ACS802.14
6.	What type of field can be referenced by a Roll-up Summary field using SUM?	Understand	ACS802.14
7.	Which component is available to deploy using Metadata API	Remember	ACS802.14
8.	In the code below,what type does boolean inherit from? Boolean b= true;	Understand	ACS802.13
9.	Where can a developer create managed package?	Understand	ACS802.12
10.	Where can a Developer call external javascrip?	Understand	ACS802.14
11.	What are the different types of reports available in Salesforce? Can we mass delete reports in Salesforce?	Remember	ACS802.15
12.	What are the different types of object relations in salesforce? How can you create them?	Understand	ACS802.15
13.	What happens to detail record when a master record is deleted? What happens to child record when a parent record is deleted?	Understand	ACS802.15
14.	Can you have a roll up summary field in case of Master-Detail relationship?	Understand	ACS802.14
15.	Explain the term “Data Skew” in Salesforce.	Remember	ACS802.14
16.	Explain skinny table. What are the considerations for Skinny Table?	Understand	ACS802.13
17.	Which fields are automatically Indexed in Salesforce?	Understand	ACS802.15
18.	What are custom labels in Salesforce? What is the character limit of custom label?	Remember	ACS802.16
19.	What is the difference between a Role and Profile in Salesforce?	Understand	ACS802.16
20.	Which permission is required to set the running user other than you in dashboard?	Understand	ACS802.16

Analytical Questions			
1.	Give the recommended solution to meet requirement given as follows: Sales representatives want to capture custom Feedback record details related to each Account. The sales reps want to accomplish this with minimal clicks on the Salesforce1 mobile application.	Understand	ACS802.14
2.	Which chatter Group type should the App Builder recommend? Universal containers would like to use a chatter group for their mergers and acquisition team to collaborate on potential new projects. This group should not be visible for non-members to see or join, and can be accessed by invite only.	Understand	ACS802.14
3.	When configuring a record type, an App Builder can configure the available value of a picklist field for the page layout. Which opportunity standard field is available to be configured directly in the Opportunity record type?	Understand	ACS802.15
4.	How can app builder accomplish the following requirements-requirements?Universal Containers has created the custom objects Candidate and Interview in Salesforce to track candidates and interviews respectively. The company wants to track the total number of interviews a candidate has gone through on the candidate record without writing any code.	Remember	ACS802.15
5.	When configuring a record type, an App Builder can configure the available value of a picklist field for the page layout. Which opportunity standard field is available to be configured directly in the Opportunity record type?	Understand	ACS802.15
6.	This tag allows a custom component author to define a location where a user can insert content into the custom component. This is especially useful for generating custom iteration components. This component is valid only within an <apex:component> tag, and only a single definition per custom component is allowed.	Remember	ACS802.16
7.	A message for a specific component, such as a warning or error. If an <apex:message> or <apex:messages> component is not included in a page, most warning and error messages are only shown in the debug log.	Understand	ACS802.17
8.	An HTML input element of type hidden, that is, an input element that is invisible to the user. Use this component to pass variables from page to page.	Understand	ACS802.17
9.	What are the different types of reports available in Salesforce? Can we mass delete reports in Salesforce?	Understand	ACS802.17
10.	How can app builder accomplish the following requirements-requirements?Universal Containers has created the custom objects Candidate and Interview in Salesforce to track candidates and interviews respectively. The company wants to track the total number of interviews a candidate has gone through on the candidate record without writing any code.	Remember	ACS802.17
UNIT – V			
Short Answer Questions			
1.	What is the minimum log level needed to see user -generated debug statements?	Understand	ACS802.15
2.	Which type of information is provided by the Checkpoints tab in the Developer Console?	Understand	ACS802.15
3.	What is a characteristic of the Lightning Component Framework	Understand	ACS802.15
4.	what is a capability of cross -object formula fields?	Remember	ACS802.15
5.	Give the correct statement for embedding a Visualforce page in a page layout?	Understand	ACS802.15
6.	What option is available to an App Builder when defining an object-specific Create Record custom action?	Understand	ACS802.16
7.	What is the capability of schema Builder?	Understand	ACS802.16
8.	What is a section of the Lightning App Builder Tool?	Remember	ACS802.16
9.	what option is available to an App Builder when defining an object-specific create record custom action?	Remember	ACS802.16
10.	what is a section of the lightning App builder tool?	Understand	ACS802.16
11.	Key features of the data loader	Remember	ACS802.17
12.	Salesforce Data Loader	Understand	ACS802.17

13.	Hard Delete	Remember	ACS802.17
14.	How can you expose an Apex class as a REST Webservice in Salesforce?	Understand	ACS802.17
16.	What is the difference between a standard controller and a custom controller?	Remember	ACS802.18
17.	What Are The Different Data Types That A Standard Field Record Name Can Have?	Understand	ACS802.18
18.	Salesforce Data Loader Operations	Remember	ACS802.17
19.	Which Fields Are Automatically Indexed In Salesforce?	Understand	ACS802.18
20.	How To Handle Comma Within A Field While Uploading Using Data Loader?	Remember	ACS802.19
21.	What Is The Difference Between A Role And Profile In Salesforce?	Understand	ACS802.19

Long Answer Questions

1.	Which standard field needs to be populated when a developer inserts new Contact records programmatically?	Understand	ACS802.19
2.	What is the preferred way to reference web content –such as images, style sheets, JavaScript, and other libraries –that is used in Visual force pages?	Understand	ACS802.19
3.	How can the developer accomplish the Developer Console? A developer created an Apex trigger-using the Developer Console and now wants to debug code.	Understand	ACS802.19
4.	Universal Containers has purchased a Lightning Component on the AppExchange. Where can that component be utilized	Remember	ACS802.18
5.	User at Universal Containers need to be able to quickly create a contact record from the Account record’s Chatter feed. How should the App Builder enable the functionality?	Understand	ACS802.18
6.	A Customer Support Manager at Universal Containers would like to implement call scripting for their caller agents. What automation tool can be used to accomplish this?	Understand	ACS802.18
7.	Universal Containers stores invoices in SAP. Users want to view invoice data on the related Account records in Sales force. How can this be achieved?	Understand	ACS802.18
8.	What should be done to provide managers access to records of which they are not the owner in a private sharing model?	Remember	ACS802.18
9.	Universal Containers needs the ability to generate contract documents. All the data required for a contract resides in a custom object. What are the recommended solutions?	Understand	ACS802.18
10.	What option is available to an App Builder when defining an object-specific Create Record custom action?	Understand	ACS802.18
11.	Import Wizard vs Salesforce Data Loader Data Loader	Remember	ACS802.18
12.	What Is The Use Of Writing Sharing Rules? Can You Use Sharing Rules To Restrict Data Access?	Understand	ACS802.18
13.	Can non administrator user upload data from excel sheet into salesforce as well?	Understand	ACS802.19
14.	How do we have data loader in free trial version of salesforce account?	Understand	ACS802.19
15.	What are the different activities to delete data from object?	Remember	ACS802.19
16.	Define Export?	Understand	ACS802.19
17.	Explain delete Operations?	Understand	ACS802.18
18.	What is Upsert data loader Operations.	Understand	ACS802.18
19.	Can you edit an apex trigger/ apex class in production environment? Can you edit a Visualforce page in production environment?	Remember	ACS802.18
20.	What is the use of writing sharing rules? Can you use sharing rules to restrict data access?	Understand	ACS802.19
21.	What are the different types of email templates that can be created in Salesforce?	Understand	ACS802.19

Analytical Questions

1.	What permission is granted to Customers when invited to Chatter Group? When Universal Containers would like to collaborate with its customers within Salesforce, and has decided to enable the “Allow Customer Invitations” Chatter setting.	Understand	ACS802.20
2.	What can be used to accomplish this goal? When Universal Containers needs a field on the Account to track how many Opportunities are closing within the next 30 days.	Understand	ACS802.21

3.	Which field attribute should be selected? When an App Builder is loading the data into salesforce. To link the new records back to the legacy system, a field will be used to track the legacy ID on the account object. For future data loads this ID will be used when upserting records.	Understand	ACS802.20
4.	Give the recommended solution to meet requirement given as follows: Sales representatives want to capture custom Feedback record details related to each Account. The sales reps want to accomplish this with minimal clicks on the Salesforce1 mobile application.	Remember	ACS802.21
5.	Which field types could be used in roll-up summary fields to accomplish the following task- an app builder would like to streamline the user experience by reflecting summarized calculations of specific fields on various objects.	Understand	ACS802.21
6.	ABC April 2013 \$50 call is currently trading at \$3.50. Customer is trying to buy it at a limit of \$3.48 but the system is rejecting the order. Why?	Remember	ACS802.21
7.	How much is the daily limit per customer using the Mobile Check deposit?	Understand	ACS802.21
8.	A template component that declares a named area that must be defined by an <apex:define> component in another Visualforce page. Use this component with the <apex:composition> and <apex:define> components to share data between multiple pages.	Understand	ACS802.21
9.	Securities on the Hard Stop list may be restricted from online trading. Currently, securities may be on the Hard Stop list due to?	Understand	ACS802.21
10.	A component that provides support for invoking controller action methods directly from JavaScript code using an AJAX request. An <apex:actionFunction> component must be a child of an <apex:form> component.	Remember	ACS802.19

Prepared by,
Mr. R M Noorullah, Associate Professor, Department of CSE
Mr. P. Ravinder, Associate Professor, Department of CSE
Mr. J. Tirupati, Assistant Professor, Department of CSE

HOD, CSE