

SALESFORCE ADMIN CERTIFICATION PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE**

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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1. What is a public group in Salesforce?

- A. A single user with admin rights
- B. A collection of users and roles with a common function
- C. Only a role with certain permissions
- D. A type of report for data analysis

2. What is a compact layout used for in Salesforce?

- A. To manage user permissions
- B. To display key fields at a glance
- C. To create complex reports
- D. To configure data sharing settings

3. What are Leads considered in Salesforce?

- A. Qualified prospects ready to purchase
- B. Potential prospects who have not yet been qualified
- C. Confirmed clients with contracts
- D. Satisfied customers ready for upselling

4. Which of the following features is NOT available in the Service Console?

- A. Highlights panel
- B. Subtabs for related records
- C. Custom reports
- D. List view of records

5. What are Apex triggers used for?

- A. To create user interfaces
- B. To perform custom actions on records
- C. To generate data visualizations
- D. To manage user permissions

6. Which of the following is a benefit of using Salesforce's reporting tools?

- A. Improved email communication
- B. Enhanced data analysis and visualization
- C. Automatic task assignments
- D. Real-time customer notifications

7. What must be done to deploy changes from a sandbox to production?

- A. Run a data import wizard
- B. Create and execute a Change Set
- C. Perform a system restart
- D. Update user permissions

8. What is the function of a Master Picklist?

- A. It stores all custom object definitions
- B. It lists available picklist values for a record type
- C. It defines the user roles and permissions
- D. It generates reports based on selected values

9. What occurs when fields are set as required in a page layout?

- A. Users must fill them out to save the record
- B. They are hidden from user view
- C. They can only be edited by admins
- D. They automatically display on reports

10. What capability does Salesforce provide regarding mobile access?

- A. It can only be used on desktop
- B. Limited features are available offline
- C. It requires a separate subscription
- D. All features are accessible offline

Answers

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1. B
2. B
3. B
4. C
5. B
6. B
7. B
8. B
9. A
10. B

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Explanations

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1. What is a public group in Salesforce?

- A. A single user with admin rights
- B. A collection of users and roles with a common function**
- C. Only a role with certain permissions
- D. A type of report for data analysis

A public group in Salesforce is a collection of users, roles, or other groups that can be used to simplify the management of users and their access levels for various tasks and functionalities within Salesforce. By allowing users to come together in this way, public groups facilitate collaborative work, sharing, and communication. The benefit of public groups is that they make it easier to manage sharing settings and permissions without needing to assign them to individual users. For example, if a public group is granted access to a record or a report, all users in that group inherit the same access rights, streamlining processes and enhancing efficiency. Other options do not capture the essence of what a public group is. Describing a single user with admin rights does not reflect the collective aspect of a public group. Highlighting only a role misses the broader picture, as public groups can consist of various combinations of users and roles. Identifying public groups as a type of report is inaccurate, as they are primarily about user management and access rather than data analysis.

2. What is a compact layout used for in Salesforce?

- A. To manage user permissions
- B. To display key fields at a glance**
- C. To create complex reports
- D. To configure data sharing settings

A compact layout in Salesforce is specifically designed to display key fields at a glance when viewing records. This layout prioritizes the most important information and allows users to see essential details quickly without needing to navigate through multiple tabs or sections of a record. The compact layout is particularly beneficial for mobile users, as it ensures that critical information is easily accessible in a streamlined format. By allowing administrators to customize which fields appear in this layout, it becomes easier for teams to focus on the most relevant data for their tasks. In contrast, managing user permissions pertains to security and access control settings, creating complex reports involves detailed analytics and reporting features, and configuring data sharing settings relates to how data is shared among different users and teams within Salesforce. These options, while important, do not reflect the main purpose of compact layouts.

3. What are Leads considered in Salesforce?

- A. Qualified prospects ready to purchase
- B. Potential prospects who have not yet been qualified**
- C. Confirmed clients with contracts
- D. Satisfied customers ready for upselling

Leads in Salesforce are defined as potential prospects who have not yet been qualified. This means that leads represent individuals or organizations that have shown some level of interest in a product or service but have not undergone a thorough evaluation to determine if they are likely to become paying customers. The lead stage is often the first point of entry in the sales funnel, where potential customers are identified and then nurtured to convert them into opportunities. In a typical sales process, leads might come from various sources, such as marketing campaigns, networking events, or referrals. The qualification process for leads involves assessing their interest, needs, and budget to determine if they are a good fit for what the business offers. Once leads are qualified, they can be converted into opportunities, where the sales team can engage more deeply in the sales conversation. Understanding leads as potential prospects is crucial for Salesforce users because it helps in properly managing and nurturing those relationships until they are ready to proceed to the next stage of the sales process. This distinction is key for effectively using the Salesforce platform to track and manage sales activities.

4. Which of the following features is NOT available in the Service Console?

- A. Highlights panel
- B. Subtabs for related records
- C. Custom reports**
- D. List view of records

The correct answer is custom reports because this feature is not available directly within the Service Console. The Service Console is designed for efficiency in handling customer service tasks and interactions rather than for generating reports. It mainly focuses on providing a user-friendly interface that integrates customer information, tools, and processes in one place, enabling agents to manage cases and perform service-related activities seamlessly. In contrast, the highlights panel, subtabs for related records, and list views are integral components of the Service Console. The highlights panel allows agents to quickly access key information about a record at a glance, which is essential for making timely decisions in service scenarios. Subtabs provide a way to navigate related records without losing context of the primary record being worked on, ensuring a streamlined workflow. List views enable agents to see collections of records (such as cases or contacts) and manage them efficiently, improving overall productivity. These features enhance the console's goal of delivering quick and effective customer service rather than focusing on reporting capabilities.

5. What are Apex triggers used for?

- A. To create user interfaces
- B. To perform custom actions on records**
- C. To generate data visualizations
- D. To manage user permissions

Apex triggers are used to perform custom actions on records in Salesforce. They are pieces of code that automatically execute before or after specific DML operations, such as insert, update, delete, or undelete actions on Salesforce records. This allows admins and developers to set up business logic that runs in response to database changes, enabling the automation of processes like validation, complex business rules, or cascading changes to related records. For example, a trigger might automatically update a related record, send notifications, or enforce specific business rules whenever a record is created or modified. This mechanism is essential for customizing Salesforce to fit the unique needs of an organization beyond the built-in capabilities of the platform. Other options like creating user interfaces, generating data visualizations, or managing user permissions relate more to other aspects of Salesforce, such as Visualforce, Lightning components, or permission sets, but do not pertain to the specific use case of Apex triggers.

6. Which of the following is a benefit of using Salesforce's reporting tools?

- A. Improved email communication
- B. Enhanced data analysis and visualization**
- C. Automatic task assignments
- D. Real-time customer notifications

Using Salesforce's reporting tools offers enhanced data analysis and visualization as a significant benefit. These tools allow users to gather, analyze, and present data in meaningful ways, enabling organizations to make informed decisions based on actionable insights. The reporting capabilities include features like customizable dashboards, charts, and graphs that visually represent key performance indicators and trends. This helps users identify opportunities for improvement, track performance over time, and communicate findings effectively within the organization. In contrast, the other options focus on different functionalities. For instance, improving email communication relates to how users interact with clients or colleagues but does not pertain specifically to the reporting tools themselves. Automatic task assignments refer to workflow automation, which is distinct from data analysis. Real-time customer notifications involve alert systems that keep customers updated but do not provide the in-depth analysis and visualization that reporting tools offer. Therefore, enhanced data analysis and visualization stands out as the primary benefit associated with Salesforce's reporting capabilities.

7. What must be done to deploy changes from a sandbox to production?

- A. Run a data import wizard
- B. Create and execute a Change Set**
- C. Perform a system restart
- D. Update user permissions

To deploy changes from a sandbox to production, creating and executing a Change Set is the correct approach. Change Sets are a powerful feature within Salesforce that allows administrators to package and move customizations, such as new fields, page layouts, or Apex classes, from one Salesforce environment to another, typically from a sandbox to a production environment. The process begins by selecting the components you want to include in the Change Set. Once the Change Set is created, it can be uploaded to the production environment, where it can be validated and deployed. This method is preferred because it ensures that all necessary pieces of a customization are moved together and maintains the integrity of your data structure and logic. Utilizing a Change Set facilitates proper management and documentation of changes, making it easier to track what has been modified and ensuring that all dependencies are taken into account during the deployment process. This is crucial for maintaining a stable production environment while introducing updates and features tested in a controlled setting like a sandbox.

8. What is the function of a Master Picklist?

- A. It stores all custom object definitions
- B. It lists available picklist values for a record type**
- C. It defines the user roles and permissions
- D. It generates reports based on selected values

The Master Picklist serves to provide a centralized list of picklist values that can be assigned to one or more record types within Salesforce. This functionality allows for the display of consistent and validated options across various records, ensuring that users select from predefined values when populating picklist fields. By listing available picklist values for a record type, the Master Picklist helps maintain data integrity and standardization, as it limits the possibility of errors that may arise from users entering free-text values. This is particularly useful in environments where precise data categorization is crucial for reporting and analysis. In contrast to custom object definitions, user roles and permissions, or report generation, the Master Picklist specifically focuses on the values that can be used for a particular field across different record types, establishing a clear and organized data entry framework for Salesforce users.

9. What occurs when fields are set as required in a page layout?

- A. Users must fill them out to save the record**
- B. They are hidden from user view
- C. They can only be edited by admins
- D. They automatically display on reports

When fields are set as required in a page layout, users must fill them out to save the record. This is a critical configuration in Salesforce because it ensures that necessary information is collected when a record is created or edited. By marking fields as required, organizations can enforce data integrity and ensure that essential data is captured before a user can proceed with saving the record in the system. This feature helps to minimize the risk of incomplete data, which can adversely affect reporting, workflows, and overall business processes. The other choices do not accurately describe the implications of setting fields as required in a page layout. Fields that are set as required are not hidden from user view, nor are they limited to being editable only by admins. Additionally, marking fields as required does not automatically display them on reports; that is governed by different settings related to report customization.

10. What capability does Salesforce provide regarding mobile access?

- A. It can only be used on desktop
- B. Limited features are available offline**
- C. It requires a separate subscription
- D. All features are accessible offline

Salesforce provides a mobile app that allows users to access many features of the platform on their smartphones and tablets. However, one key aspect of mobile access is that certain functionalities may only be available when a user is online, which is why the answer regarding limited features available offline is accurate. While users can work with specific features even when disconnected from the internet, the offline capabilities are designed to support a subset of the overall functionality available in Salesforce. This means that while you can access data and perform some tasks without an active internet connection, not all features are fully operational in offline mode. This design balances the need for mobile accessibility while recognizing the constraints of offline work, providing users with essential data and capability to perform critical functions, but not the entire breadth of features that would be available when the device is connected to the internet. As a result, the answer highlights the significant but restricted capabilities of Salesforce's mobile access in offline scenarios.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://salesforceadmin.examzify.com>

We wish you the very best on your exam journey. You've got this!

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