

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 happens once an approval process in Salesforce is activated?**
 - A. The approval steps can be edited as needed
 - B. The approval process cannot be deleted
 - C. The approval steps can only be cloned to make edits
 - D. New approvers can be added anytime during the activation
- 2. What is the main use of the 'Field History Tracking' feature?**
 - A. To enhance visual layout of records
 - B. To track changes made to fields on a record
 - C. To automate report generation
 - D. To manage user permissions
- 3. Which Salesforce feature allows users to automate repetitive tasks?**
 - A. Workflow Rules
 - B. Process Builder
 - C. Approval Processes
 - D. Data Import Wizard
- 4. What is the maximum number of custom fields allowed on an object in the Unlimited Edition of Salesforce?**
 - A. 100
 - B. 500
 - C. 800
 - D. 1000
- 5. Which of the following is NOT a component of a workflow in Salesforce?**
 - A. Rules
 - B. Field updates
 - C. Dashboard reports
 - D. Email alerts

- 6. What defines a group of non-administrator users who have limited administrative privileges?**
- A. Global Publisher Actions
 - B. Delegated Administration Groups
 - C. Manager Users
 - D. Action Layout
- 7. Which feature in Salesforce helps teams collaborate on opportunities and accounts?**
- A. Chatter
 - B. Workflows
 - C. Change sets
 - D. Reports
- 8. 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
- 9. How can duplicate records be managed in Salesforce?**
- A. By ignoring duplicate entries
 - B. By using duplicate rules and matching rules
 - C. Through manual oversight
 - D. By archiving older records
- 10. Which feature helps to automate business processes in Salesforce?**
- A. Custom Objects
 - B. Workflow Rules
 - C. Reports
 - D. Dashboards

Answers

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

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Explanations

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1. What happens once an approval process in Salesforce is activated?

- A. The approval steps can be edited as needed
- B. The approval process cannot be deleted
- C. The approval steps can only be cloned to make edits**
- D. New approvers can be added anytime during the activation

When an approval process in Salesforce is activated, it is important to understand how changes can be managed thereafter. Once activated, the approval steps are essentially locked in to preserve the integrity of the process in motion. This means that you cannot edit the existing approval steps directly, which includes making modifications to the approval process structure itself. However, if there is a need to make changes to those steps, Salesforce allows for the cloning of the approval process. Cloning creates a new version of the approval process where modifications can be made without affecting the active instance. This functionality is significant because it ensures that any ongoing approvals are not disrupted while also allowing you to develop new processes that may better fit changing business needs. This mechanism ensures that the approval workflow remains stable during its execution, while still providing flexibility for future iterations or adjustments in approval processes.

2. What is the main use of the 'Field History Tracking' feature?

- A. To enhance visual layout of records
- B. To track changes made to fields on a record**
- C. To automate report generation
- D. To manage user permissions

The primary use of the 'Field History Tracking' feature in Salesforce is to track changes made to fields on a record. This functionality allows users to monitor how specific fields on a record have been modified over time, capturing essential details such as the old value, the new value, when the change occurred, and who made the change. This feature is particularly valuable for auditing purposes, compliance, and understanding the history of changes related to records, which can help organizations maintain data integrity and transparency. Field History Tracking is applied at the object level, allowing administrators to enable tracking for up to 20 fields per object, making it easy to monitor critical changes without the need for custom solutions. The captured history can be viewed directly on the record or reported on, giving users insights into the evolution of those fields. The other options focus on different aspects of Salesforce functionality, which do not align with the purpose of Field History Tracking. For instance, enhancing visual layouts pertains to page layouts and user interface customization, automating report generation is related to automated reporting tools, and managing user permissions deals with access control, none of which are connected to the tracking of field changes.

3. Which Salesforce feature allows users to automate repetitive tasks?

- A. Workflow Rules
- B. Process Builder**
- C. Approval Processes
- D. Data Import Wizard

The chosen answer, Process Builder, is a powerful tool within Salesforce that allows users to automate complex business processes and repetitive tasks with ease. Process Builder provides a user-friendly interface where users can create processes that are triggered by specific conditions or events, allowing them to define what happens next—this could involve updating records, sending emails, or creating tasks automatically. Process Builder goes beyond what traditional workflow rules offer by allowing for more complex logic and multiple actions to be executed simultaneously. This means that users can set up automated workflows that handle multiple scenarios within a single process, enhancing efficiency and reducing manual effort. Additional features of Process Builder include the ability to set criteria based on the values of multiple records, triggering actions not just in response to changes in a single record but also based on related records. This makes it an incredibly flexible tool for automation. While Workflow Rules do allow for some automation, they are more limited in their functionality compared to Process Builder. Approval Processes focus on managing approvals rather than general task automation, and the Data Import Wizard is a tool for importing data rather than automating tasks. This reinforces the effectiveness of Process Builder as the suitable choice for automating repetitive tasks in Salesforce.

4. What is the maximum number of custom fields allowed on an object in the Unlimited Edition of Salesforce?

- A. 100
- B. 500
- C. 800**
- D. 1000

In the Unlimited Edition of Salesforce, the maximum number of custom fields allowed on an object is indeed 800. This limitation is based on the Salesforce data model, where different editions offer varying levels of customization capabilities. The Unlimited Edition is designed for larger organizations that require extensive customization, and as such, it supports a higher count of custom fields compared to lower editions. This ability to create additional fields affords users the flexibility to tailor objects to meet their specific business needs and processes, allowing for more granular data collection and reporting. Other editions have lower limits, which is important for companies to consider based on their needs for customization and data management.

5. Which of the following is NOT a component of a workflow in Salesforce?

- A. Rules
- B. Field updates
- C. Dashboard reports**
- D. Email alerts

In Salesforce, a workflow is a set of automated processes that allows administrators to define specific actions that should occur when certain criteria are met. The key components of a workflow include rules, field updates, and email alerts. Rules determine when a workflow should trigger based on specific conditions or criteria, such as changes to a record or specific field values. Field updates allow for automatic updates to record fields when the workflow is triggered, ensuring that data remains current without manual intervention. Email alerts are notifications that can be sent out to users or external parties when a workflow is executed, facilitating communication about important events or changes in the system. Dashboard reports, while valuable for tracking and visualizing performance metrics, are not a component of workflow rules. They are separate tools used for reporting and analytics and do not participate in the workflow automation processes that define the conditions and actions taken in response to record changes. Thus, dashboard reports are the correct answer, as they do not fit into the workflow framework.

6. What defines a group of non-administrator users who have limited administrative privileges?

- A. Global Publisher Actions
- B. Delegated Administration Groups**
- C. Manager Users
- D. Action Layout

Delegated Administration Groups refer to a specific feature in Salesforce that allows a subset of users to have certain administrative privileges without granting them full access to the administrative controls. This functionality is essential for organizations that want to empower select users to manage specific tasks or user groups without compromising overall system security. By creating Delegated Administration Groups, an organization can assign certain responsibilities such as managing user accounts, resetting passwords, and modifying profiles to users who are not full administrators. This allows for more efficient management of user permissions and maintains proper governance within the Salesforce environment. Other terms, like Global Publisher Actions, Manager Users, and Action Layout, do not pertain specifically to groups of non-administrator users with administrative privileges, making Delegated Administration Groups the precise designation for this context.

7. Which feature in Salesforce helps teams collaborate on opportunities and accounts?

- A. Chatter**
- B. Workflows
- C. Change sets
- D. Reports

Chatter is a Salesforce feature designed specifically to enhance collaboration among team members. It operates as a social networking tool within the Salesforce platform, allowing users to communicate in real-time about opportunities, accounts, and other records. Through Chatter, users can post updates, share files, ask questions, and receive immediate feedback from colleagues, making it an essential tool for fostering teamwork and ensuring that everyone is kept up-to-date on important developments. Chatter directly integrates with Salesforce records, enabling users to comment on specific opportunities or accounts, tag other users, and create groups for focused discussions. This level of interaction helps ensure that all team members are aligned and can contribute their insights, ultimately leading to more informed decision-making and improved sales outcomes. In comparison, while workflows automate processes to enhance efficiency, they do not facilitate direct collaboration like Chatter does. Change sets are used for deploying changes between Salesforce environments but do not support collaboration on records. Reports provide valuable insights and data analysis but lack the interactive communication features necessary for teamwork. Thus, Chatter stands out as the best solution for teams looking to collaborate effectively on opportunities and accounts in Salesforce.

8. 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.

9. How can duplicate records be managed in Salesforce?

- A. By ignoring duplicate entries
- B. By using duplicate rules and matching rules**
- C. Through manual oversight
- D. By archiving older records

Managing duplicate records effectively is crucial for maintaining data integrity in Salesforce. Utilizing duplicate rules and matching rules is a systematic approach that allows organizations to proactively identify and handle duplicates in their data. Duplicate rules in Salesforce define how the system should respond when duplicates are detected, specifying whether to allow, block, or alert users when they attempt to create a duplicate record. On the other hand, matching rules are the criteria used to identify duplicates, leveraging fields such as name, email address, or phone number to determine if a record matches an existing one. By combining these two features, Salesforce enables organizations to automate the detection and management of duplicate data, ensuring cleaner, more reliable datasets. This approach is particularly effective because it not only reduces the instances of duplicate records but also empowers users by providing them with necessary alerts or the option to review potential duplicates before finalizing new entries. Therefore, utilizing duplicate rules alongside matching rules represents a comprehensive strategy for maintaining consistent and accurate data within Salesforce.

10. Which feature helps to automate business processes in Salesforce?

- A. Custom Objects
- B. Workflow Rules**
- C. Reports
- D. Dashboards

Workflow Rules play a critical role in automating business processes within Salesforce. They provide a powerful way to automate standard internal procedures and processes to save time across your organization. By defining specific rules based on criteria that are fixed to records, you can trigger actions automatically. These actions may include sending email alerts, creating tasks, or updating fields on records when certain conditions are met. This automation capability is vital as it ensures that routine tasks are performed consistently and efficiently without manual intervention, allowing users to focus on more strategic elements of their roles. For example, if a sales opportunity reaches a particular stage, a Workflow Rule could automatically notify the sales manager or prompt the salesperson to take the next steps, ensuring that the process is both timely and systematic. In contrast, while Custom Objects allow users to create customized data structures for specific business needs, and Reports and Dashboards are essential for visualizing data and performance metrics, they do not directly contribute to automating processes. Workflow Rules are specifically designed for process automation, making them the correct choice for this question.

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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