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FREE INTERVIEW GUIDE

Salesforce Admin Interview Questions & Answers

Common Salesforce Administrator interview questions with short answers, from data model to security and automation.

14 questions | Model answers

01 Standard vs custom objects?

Standard objects come with Salesforce (Account, Contact, Lead, Opportunity). Custom objects are created by admins to store data specific to the business.

02 Lookup vs master-detail relationship?

Master-detail is tightly coupled: the child inherits sharing from the parent, is deleted with it, and supports roll-up summaries. Lookup is loosely coupled and optional.

03 What is a roll-up summary field?

A field on the master record that calculates COUNT, SUM, MIN or MAX of related detail records. Available only on master-detail relationships.

04 Profiles vs roles vs permission sets?

Profiles control what a user can do (object and field permissions). Roles control which records a user can see in the hierarchy. Permission sets add extra permissions without changing the profile.

05 What are Organization-Wide Defaults?

The baseline record access for each object (Private, Public Read Only, Public Read/Write). Sharing rules and roles then open access up from there.

06 What is a sharing rule?

A rule that gives groups of users extra access to records, based on ownership or criteria, beyond the OWD.

07 Validation rule example?

Prevent saving an Opportunity as Closed Won without an Amount: AND(ISPICKVAL(StageName, "Closed Won"), ISBLANK(Amount)).

08 What are record types?

They let different business processes use different page layouts and picklist values on the same object.

09 Workflow, Process Builder or Flow?

Flow is Salesforce's recommended automation tool; workflow rules and Process Builder are being retired. Flows can update records, send emails, create records and run on schedules.

10 Data Import Wizard vs Data Loader?

Import Wizard is browser-based, for up to 50,000 records and common objects. Data Loader is a client app for up to 5 million records, all objects, plus export and delete.

11 What is an approval process?

An automated process that routes a record for approval, defines approvers, and sets actions on submission, approval and rejection.

12 What is a sandbox?

A copy of the production org used for development, testing and training without affecting live data.

13 How do you troubleshoot a user who can't see a record?

Check the user's profile/permission set object access, field-level security, OWD, role hierarchy, sharing rules and manual shares, and use the 'Sharing' button on the record.

14 What are reports and dashboards?

Reports list or summarize records (tabular, summary, matrix, joined). Dashboards show report data visually with components like charts and gauges.

Tip: practise saying each answer out loud with an example from your own project. Book a free mock interview at www.aceitcareers.com/contact