



Salesforce Interview Questions and Answers

Introduction

To achieve mastery in Salesforce and take your business to the next level in terms of driving customer success and simplifying business processes with the world's leading CRM platform, this guide will cover the fundamental pillars of mastering Salesforce. These include Apex Programming, Lightning Web Components, Process Automation, and Security Models. These concepts will help you understand how to articulate the ability to build cloud-native solutions that transform business processes.

Want to become a certified Salesforce expert? Develop your skills with the most comprehensive [Salesforce Course Syllabus](#) and start mastering the future of cloud computing today.

List of Salesforce Interview Questions for Freshers

1. What is Salesforce?
2. What advantages does using Salesforce CRM offer?

3. What is an object in Salesforce?
4. What are the types of objects in Salesforce?
5. What is a sandbox in Salesforce?
6. What is an app in Salesforce?
7. What is the process for creating an app in Salesforce?
8. What are the types of apps available in Salesforce?
9. What are the various types of reports available in Salesforce?
10. Explain the difference between role and profile.

Begin your career with our [Salesforce Course in Chennai](#).

Salesforce Interview Questions and Answers for Freshers

1. What is Salesforce?

As a cost-effective software-as-a-service (SaaS) offering to subscribers, Salesforce is the most successful customer relationship management (CRM) platform.

2. What advantages does using Salesforce CRM offer?

The following are some advantages of utilizing Salesforce CRM:

- Enhanced comprehension within the organization.
- Improved dialogue.
- We can provide better services and have a deeper understanding of the client.
- Repeated rule-based tasks are automated by Salesforce.
- Enhanced data analysis dashboards and analytics.
- Decrease in cycle time and cost.
- Increases a team's efficiency.

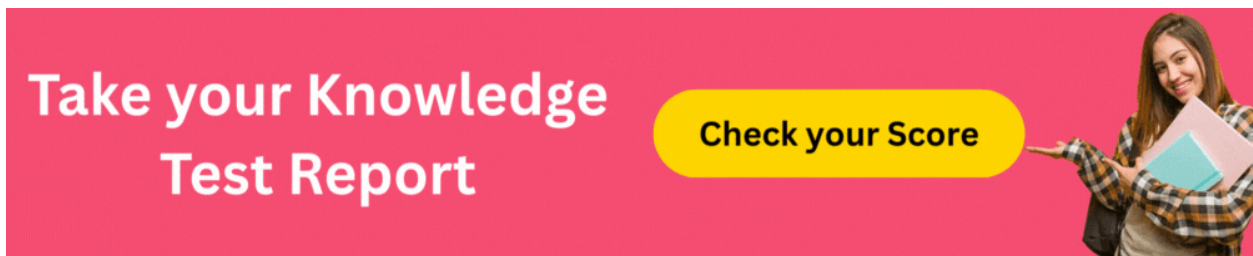
3. What is an object in Salesforce?

Salesforce Objects, essentially database tables, let us store organizationally specialized data in Salesforce. Salesforce Objects are the fundamental components of the dynamic and adaptable Salesforce CRM platform.

4. What are the types of objects in Salesforce?

Standard Object: Salesforce provides standard objects, such as contacts, accounts, opportunities, leads, cases, campaigns, goods, contracts, dashboards, etc.

Custom Object: This refers to user-made changes that are made to Salesforce. It keeps track of an organization's distinctive and crucial data. Page layouts, relationships to other objects, custom user interface tabs, custom fields, and other features.



5. What is a sandbox in Salesforce?

A sandbox is a clone of your company in an isolated setting that you can use for training and testing.

6. What is an app in Salesforce?

An app is a container that stores a name, a logo, and a list of necessary tabs, among other items. Another name for it is a collection of tabs that cooperate to demonstrate the capabilities you require.

7. What is the process for creating an app in Salesforce?

You can create new apps in Salesforce by mixing custom and standard tabs, or you can modify existing apps to meet your needs.

How to make an application in Salesforce:

Setup —> build—> Create—> App—> Click on new.

8. What are the types of apps available in Salesforce?

In Salesforce, we can construct two kinds of apps.

- **Custom app:** These applications are applicable in all business contexts. On the market, it is widely utilized.
- **Console apps:** These are exclusive to the client service industry, where their primary function is to assist customers with their problems. In comparison, it is not an extensively utilized product on the market.

9. What are the various types of reports available in Salesforce?

Salesforce offers the following four report types:

- The reports that provide us with the total in a tabular style are called tabular reports.
- The format of a matrix report is one in which rows and columns are used for grouping.
- We can view detailed reports based on columns in the summary report.
- Reports can be joined so that two or more reports can be included in one report.

10. Explain the difference between role and profile.

Role: A Salesforce role's purpose is to give a certain user more visibility into the data. Creating a role hierarchy or exchanging rules are two ways to accomplish this. Roles allow you to manage the Salesforce account.

Profile: In contrast to roles, profiles are universally required and remain at the object level. It is regarded as an organization's foundational component.

Explore our [Salesforce tutorial for beginners](#) to get started.

List of Salesforce Interview Questions for Experienced

1. Define "lookup relationships."
2. What is the Salesforce workflow?
3. Describe the different batch Apex class methods.
4. What is Apex Email Service?
5. What does Salesforce's Batch Apex mean?
6. Explain Apex Scheduler.

7. What Kinds of Salesforce Apex Triggers Are There?
8. Explain SOSL statements in Salesforce Apex.
9. What is self-relationship in Salesforce?
10. In Salesforce, what is a static resource?

Explore our [Salesforce project ideas](#) for learning comprehensively.

Salesforce Technical Interview Questions and Answers for Experienced

1. Define “lookup relationships.”

A lookup relationship is the one that exists between the two objects. To look up related objects to other items, lookup relationships join two object linkages. One-to-many or one-to-one can be the mode.

2. What is the Salesforce workflow?

In Salesforce, workflow is a great tool for automating particular business activities. To accomplish this, you must set up rules and guidelines that will allow you to automate processes like creating tasks, updating fields, and sending emails.

- Workflow throughout the item is accessible to us.
- There is no way to query the database.

3. Describe the different batch Apex class methods.

Using the following three methods, the batch apex class deploys the database batchable interface:

- **Start:** The batch apex job starts with the usage of the start method. We utilize it to gather the records or objects and transfer them to the interface for processing.
- It provides a DatabaseQueryLocator object that contains the records or objects that were sent to the task.
- **Finish:** After the batch processing is complete, we invoke this function. This is how we send emails of confirmation or carry out the post-processing steps.
- **Execute:** For each batch of records that is sent to the method, we employ this procedure. This approach is what we utilize to process data.

This technique accomplishes the following:

sObjects records list

Reference to the DatabaseBatchable context.

4. What is Apex Email Service?

Email services are automated processes that process incoming email headers and attachments using Apex classes.

Things to be noted:

- Mass emails cannot be sent using Visualforce email templates.
- Users can send messages to one or more Salesforce-generated email addresses associated with each email service so that they can be processed.

5. What does Salesforce's Batch Apex mean?

Batch Apex enables you to specify a single job that may be divided into digestible portions, each of which can be handled independently.

Batch Apex will retrieve all the records you wish to update and divide them into a list of 200 records, each of which will go through a different process.

This would assist us in processing more than 10,000 records because it will split up the records into multiple subtasks, each of which may include up to 4,000 records, rather than processing the entire set of records in a single transaction.

- **Example:** We would be unable to do the aforementioned task if you were required to update every account object record in your company due to governing constraints.
- **Reason:** We are limited to processing 10,000 records in a single transaction. We are unable to carry out this field update in the aforementioned scenario if the organization contains more than 10,000 records.

Take your Knowledge Test Report

Check your Score



6. Explain Apex Scheduler.

The Apex classes will be called upon to execute at a designated time. The schedulable interface must be implemented by anyone wishing to schedule a class.

Schedule Interface: You can set a different interval for the class that implements this interface to run at. This interface offers many techniques that are:

```
Public void execute(schedulablecontext sc)

Public class mySchedule implements schedulable

{

Public void execute(schedulablecontext sc)

{

Account a = new Account(Name = 'Faraz')

Insert a;

}

}
```

7. What Kinds of Salesforce Apex Triggers Are There?

There are two categories of triggers.

Before Triggers: Before a record is saved to the database, values can be updated or verified using Before Triggers.

After Triggers: Post-Triggers, Before Triggers could be used to retrieve database-stored record field values and utilize them to modify other records.

Syntax:

*Trigger trigger_name on Object_Name(trigger_events) { Code_block }
WHERE trigger_events can be a comma-separated list of events.*

8. Explain SOSL statements in Salesforce Apex.

The search results for a specific sObjects type are contained in each list of sObjects that the SOSL statement evaluates. The result lists are always returned in the same order as the query requested.

An empty list for a given sObject type appears in the search results when an SOSL query returns no records for that sObject type.

Example: You can get back a list of leads, opportunities, contacts, and accounts that start with the phase map.

List < list < subject >> search list = [find 'map' In ALL FIELDS RETURNING Account (ID, Name), contact, opportunity, lead];*

- The FIND clause in the SOAP API has a different syntax from the class on Apex.
- Single quotes are used in Apex to indicate the FIND clause's value.

Example: IN EVERY FIELD THAT RETURNS account (Id, Name], Contact, Opportunity, Lead, FIND 'map*'.
Account [] accounts = ((list < accounts >) search list [0]);

FIND {map} IN ALL FIELDS RETURNING account [Id,name], contact ,opportunity,lead;*

From search list , you can create arrays for each object returned.

Account [] accounts = ((list < accounts >) search list [0]);

Contact [] contacts = [(list) search list [0]] ;

Opportunity [] opportunities = ((list < opportunity>) search list [2]) ;

Lead [] leads = ((list < lead>) search list [3]);

9. What is self-relationship in Salesforce?

A self-connection is a lookup relationship to the same item. Users can establish relationships between the object “Merchandise” and other objects thanks to this principle.

10. In Salesforce, what is a static resource?

Subscribers can submit items like zip files, jar files, pictures, CSS, JavaScript, and JavaScript that can be referenced on a Visualforce page using Salesforce’s static resource. 250 MB is the ideal size limit for Salesforce’s static resources.

Conclusion

To pass a Salesforce interview, it is essential to show a high-level understanding of Multi-tenancy architecture, Apex triggers, and Lightning Web Components (LWC). To do this, it is important to show potential employers that you are a professional who can go beyond just being a system administrator to handle Declarative/Programmatic solutions, Governor limits, and Integration patterns. To show potential employers that you are a high-level cloud architect, it is essential to show a high-level understanding of Data Security Models, Asynchronous Processing, OmniStudio, and Salesforce Flow, as this is an era where digital transformation is a necessity.

Ready to become a certified Salesforce expert? Master the world’s #1 CRM platform with our [software training institute in Chennai](#).