



Salesforce

Exam Questions Platform-App-Builder

Salesforce Certified Platform App Builder (SP19)

NEW QUESTION 1

At Universal Containers, the Account object has a Master-Detail relationship with an Invoice custom object. The App Builder would like to change to a lookup field, but is not able to do so. What could be causing this?

- A. The invoice must have at least one Master-Detail field for reporting.
- B. The Account record includes Invoice roll-up summary fields.
- C. The Invoice records have existing values in the Account.
- D. The Account is included in the workflow on the Invoice object.

Answer: B

NEW QUESTION 2

Northern Trail Outfitters wants to broadcast an email to 7,000 contacts in Salesforce on a regular basis but realizes Salesforce's mass functionality has a limitation on the number of emails that can be sent each day. What action should the app builder take?

- A. Request Salesforce increase the number of maximum daily emails.
- B. Develop Apex code and a Lightning web component to send daily emails.
- C. Research and evaluate products available on AppExchange to send mass emails.
- D. Export Contacts to a CSV file and use an email client to send the emails.

Answer: C

NEW QUESTION 3

Cloud Kicks has three types of customer support processes: Platinum, Diamond, and Bronze. The app builder created separate record types for each process on the Case object. The customer support team should be unable to create new cases with the Bronze record type. How should this requirement be met?

- A. Update the organization-wide defaults to private for Case.
- B. Update the support team profile to remove the Bronze record type.
- C. Create permission set group for Case that includes Platinum and Diamond record types.
- D. Make the record type hidden to support users; update sharing roles to private.

Answer: C

NEW QUESTION 4

DreamHouse Realty (DR) has many properties for sale and wants to identify the highest value of all Offer records on each Property__c record. What solution should the app builder use to meet DreamHouse Realty's needs?

- A. Master-Detail Child Object
- B. Text Area (Long)
- C. Multi-select Picklist
- D. Lookup Object

Answer: A

NEW QUESTION 5

Ursa Major Solar's sales team has been struggling to enter data on mobile since rollout; the team dislikes scrolling through all of the fields to input only the necessary data. How could the app builder solve this with minimal impact to desktop users?

- A. Filter components by device using Form Factor.
- B. Reorder the fields to make sense for the reps when in the field.
- C. Update the training documentation with better screenshots.
- D. Deselect the phone radio button on the Lightning record page assignment.

Answer: B

NEW QUESTION 6

DreamHouse Realty (DR) employees started using company-owned airplanes for work travel after Ursa Major Solar was acquired. DR executives want to automate the submission travel request forms to enforce the Internal policy. How should an app builder automate travel requests based on these criteria?

- A. Process Builder
- B. Workflow rule
- C. Approval process
- D. Apex

Answer: C

NEW QUESTION 7

An app builder needs to deploy a new account detail page layout from sandbox to production. Which three components should an app builder include in the Change Set to ensure it deploys successfully and visually as expected? Choose 3 answers

- A. Detail page layout
- B. Custom fields
- C. Custom actions
- D. Lightning App Builder
- E. System administrator profile

Answer: ABC

NEW QUESTION 8

Universal Containers is adding drone delivery to service offerings, and the developer has written and tested code prior to deployment to production, and the change set is ready to go. The deployment window will occur when the developer is on vacation.

What can the app builder do to ensure a smooth deployment to production?

- A. Remove Apex classes from the change set.
- B. Validate the inbound change set.
- C. Use a metadata package set.
- D. Validate the outbound change set.

Answer: D

NEW QUESTION 9

Northern Trail Outfitters wants the field sales team to only see the accounts that they own. Separate North American and European marketing teams should only see accounts in their respective regions. The inside sales team needs to see all accounts in Salesforce.

How can this be accomplished?

- A. Set the Organization-Wide Default to Public for account
- B. Create criteria-based sharing rules for each marketing team, and create an Inside Sales Team permission set with the "View All" setting for accounts,
- C. Set the Organization-Wide Default to Public for account
- D. Create profiles for each marketing team, and create an Inside Sales Team role that is at the top of the Role Hierarchy
- E. Set the Organization-Wide Default to Private for account
- F. Create criteria-based sharing rules for each marketing team, and create an Inside Sales Team profile with the "View All" setting for accounts.
- G. Set the Organization-Wide Default to Private for account
- H. Create permission sets for each marketing team, and create an Inside Sales Team profile with the "View All" setting for accounts.

Answer: C

NEW QUESTION 10

The services manager wants to make sure the team enters case priority consistently. What feature can an app builder use to accomplish this?

- A. Path
- B. Flow
- C. Next Best Action
- D. In-App Guidance

Answer: D

NEW QUESTION 10

An app builder at Universal Containers has been asked to add the Chatter feed to a custom object record page. Which approach should the app builder use?

- A. Add the standard Chatter feed component.
- B. Add the standard related list component
- C. Add a custom Chatter feed component
- D. Add the Chatter feed component from the AppExchange.

Answer: A

NEW QUESTION 14

Universal Containers has a custom picklist called Support Level on the Account object. They would like to show the real-time value of Support Level on all case records.

How should an app builder implement this requirement?

- A. Create a formula field on the Case object using the TEXT function.
- B. Create a formula field on the Account object using the ISPICKVAL function.
- C. Create a Process Builder and use a field update on the Case object.
- D. Create a roll-up summary field using Support Level on the Account object.

Answer: C

NEW QUESTION 16

Cloud Kicks (CK) wants to track orders against inventory, ensuring its ability to fulfill order requests. CK created a junction object called Request Inventory to enable many-to-many relationships with the Inventory and Order objects.

What does the app builder need to provide to ensure users can view Request Inventory records?

- A. Read access to both master objects.
- B. Apex-based sharing on the first master object.
- C. Sharing rules on Request Inventory object.
- D. Read access to the first master object.

Answer: A

NEW QUESTION 17

Which two places can an app builder go to see a list of available Custom Lightning components in their org? Choose 2 answers

- A. Visualforce components in Setup
- B. Lightning component Generator
- C. Lightning App Builder
- D. Lightning components in Setup

Answer: CD

NEW QUESTION 18

Universal Container wants customers to be able to open cases from a public-facing website. What should the app builder use to enable visitors to the website?

- A. Outbound message
- B. Web-to-case
- C. Screen flow
- D. Email-to-case

Answer: D

NEW QUESTION 20

To increase adoption, Universal Containers is proposing changes to its Salesforce data model to allow easier visibility for sales reps into key metrics. The proposal has three custom objects related to the Account object, one with a master-detail, and two that are not. Each of these objects has 15 fields they would like to summarize on the Account object.

What are two considerations for this proposal? Choose 2 answers

- A. Roll-up summaries allow MAX, MIN, SUM, COUNT, and AVG.
- B. An object can have 20 object references.
- C. An object can have 25 roll-up summaries.
- D. Roll-up summaries are limited to master-detail relationships.

Answer: AC

NEW QUESTION 23

What are two reasons to create an unmanaged package? Choose 2 answers

- A. Distributing open-source projects on the AppExchange.
- B. Publishing an application for sale on the AppExchange
- C. Deploying from a Developer Edition environment
- D. Distributing upgradeable components to other Salesforce orgs

Answer: AD

NEW QUESTION 28

Universal Containers would like to embed a chart of all related Opportunities, by stage, on the Account detail page. Which type of report should the App Builder create to add to the Account page layout?

- A. A summary report on the Opportunity object.
- B. A summary report on the Account object.
- C. A tabular report on the Account object.
- D. A tabular report on the Opportunity object.

Answer: A

NEW QUESTION 32

Ursa Major Solar (UMS) uses a public sharing model for accounts. UMS would like to move to a more restrictive sharing model but wants the Sales team to continue to have access to all account records with the sales record type.

Which two actions should an app builder complete to implement this change? Choose 2 answers

- A. Update the Sales profile.
- B. Update the organization-wide defaults
- C. Create a criteria-based sharing rule.
- D. Create an owner-based sharing rule.

Answer: BC

NEW QUESTION 33

The VP of Sales wants a Chatter post to the All-Sales private group when an opportunity goes to the closed won stage.

What two tools should the app builder use to automate this process? Choose 2 answers

- A. Flow
- B. Process Builder
- C. Big Deal Alert

D. Workflow

Answer: AB

NEW QUESTION 35

Universal Containers uses a private sharing model on Accounts. User A and user B both own Accounts of their own and have both been sent a new account record in an email owned by user C to take a look at. User A is able to open and view the record but user B receives an insufficient privileges error. User A and user B have the same role in the role hierarchy as user.

What are the three reasons user A has access but user B is unable to access the record? Choose 3 answers

- A. User A is on the same account team as user C.
- B. User A and user B have different profiles.
- C. User C has manually shared the record with user A.
- D. User A was granted an additional permission set.
- E. User A is in a public group that has access via a sharing rule.

Answer: ACE

NEW QUESTION 38

At Universal Containers, the VP of Service has requested a visual indicator flag on each case, based on the case priority. High-priority cases should be flagged red, medium-priority should be flagged yellow, and low-priority cases should be flagged green. Which formula would accomplish this requirement? Choose 2 answers

- A. CASE(Priority, "Low", "img/samples/flag_green.gif", "Medium", "img/samples/flag_yellow.gif", "High", "img/samples/flag_red.gif", "/s.gif")
- B. IMAGE(IF(ISPICKVAL(Priority, "Low"), "img/samples/flag_green.gif", IF(ISPICKVAL(Priority, "Medium"), "img/samples/flag_yellow.gif", IF(ISPICKVAL(Priority, "High"), "img/samples/flag_red.gif"))), "Priority Flag")
- C. IF(ISPICKVAL(Priority, "Low"), "img/samples/flag_green.gif", IF(ISPICKVAL(Priority, "Medium"), "img/samples/flag_yellow.gif", IF(ISPICKVAL(Priority, "High"), "img/samples/flag_red.gif", "/s.gif")))
- D. IMAGE(CASE(Priority, "Low", "img/samples/flag_green.gif", "Medium", "img/samples/flag_yellow.gif", "High", "img/samples/flag_red.gif", "Priority Flag"))

Answer: BD

NEW QUESTION 39

Cloud Kicks wants to set up a new opportunity approval process and execute various action items based on the initial submission. Which three action types should an app builder use in the approval process? Choose 3 answers

- A. Email Alert
- B. Outbound Message
- C. Task
- D. Invocable Flow
- E. Invocable Process Builder

Answer: ABC

NEW QUESTION 43

An app builder wants to create a report to compare the number of support cases in each status (New, In-progress, or Closed) and by priority (Critical, High, Medium, or Low).

What solution should be used for the report?

- A. Grouping
- B. Bucket Columns
- C. Custom Report Type
- D. Filters

Answer: B

NEW QUESTION 45

Cloud Kicks has created a custom object called Interests which is joined to Accounts by way of a junction object called Account Interest.

What is the impact to users attempting to view an Account and the associated Account Interest records if they are without read access to the Interest object?

- A. Users will be able to view the Account Interest records and will have read-only access to the Interest records.
- B. Users will be unable to view Account records that have a related Account Interest record.
- C. Users will be unable to view the Account Interest records or the Interest records.
- D. Users will be able to view the Account Interest record, but unable to view the field or any information relating back to the Interest record.

Answer: B

NEW QUESTION 48

What are the limitations of Schema Builder when creating a custom object?

- A. "Save" should be clicked each time a new object, field, or relationship is created.
- B. Fields and relationships can be created, but they will be unable to add the fields to the page layout from the canvas.
- C. Relationships can be made to any custom objects, but any relationships to standard objects should be built in Lightning Object Manager.
- D. Custom fields can be added to any custom objects, excluding formula field types.

Answer: B

NEW QUESTION 52

An app builder installed a custom Lightning component from AppExchange and has deployed My Domain. What should be done next in order to configure the component for use in a record page?

- A. Edit a record page using Lightning App Builder > Drag the component onto the page.
- B. Edit a record page using the Page Layout editor > Drag the component onto the page.
- C. Edit a record page using the Page Layout editor > Drag the Visualforce component onto the page.
- D. Edit a record page using App Manager > Drag the component onto the page.

Answer: A

NEW QUESTION 57

An app builder wants to create a formula field on an Account to include data from related Contacts but is unable to find the relationship in the formula editor. What is a limitation of formulas that could be causing the issue?

- A. Unable to reference the child records.
- B. A master-detail relationship should be created.
- C. Formula field limit reached on the Account object.
- D. More than 5,000 characters in the formula.

Answer: C

NEW QUESTION 58

At Universal Containers, all US Sales reps should be able to view the US Team dashboard, however, only the US sales directors should be able to see the data in the component and view its source report. How can an app builder ensure the proper access is granted?

- A. Make the US Sales Director the running user and share the dashboard folder with the role US Sales Rep
- B. Make the dashboard dynamic and give US Sales Reps the view my teams dashboard permission
- C. Share the dashboard folder with roles and subordinates of the US Sales Director and share the report folder with the role of US Sales Director
- D. Share the dashboard with the public group US Sales Reps and share the dashboard source reports folder with the US Sales Director profile

Answer: D

NEW QUESTION 62

Universal Containers wants users to have access to the pricing guidelines document when viewing a Contract related to an Account. What feature should an app builder use to create easy access to the document?

- A. Quick Action on the Contracts object
- B. Quick Action on the Account object
- C. A custom detail page link on the Account object
- D. A custom detail page link on the Contract object

Answer: D

NEW QUESTION 66

Universal Containers wants to match Opportunity data from Salesforce to the records in a financial database. What is required to configure an indirect lookup relationship in Salesforce between the Salesforce Opportunity records and those in a financial database?

- A. Salesforce Record ID
- B. TEXT(Id)
- C. External ID
- D. CASESAFE(Id)

Answer: C

NEW QUESTION 69

Cloud Kicks (CK) wants to quickly insert a list of over 60,000 net new Accounts. The template based on CK's data model was used to populate the list. Which tool should be used?

- A. Data Loader
- B. A Lightning Object Creator
- C. Import Wizard
- D. Schema Builder

Answer: C

NEW QUESTION 70

The appraisal team at DreamHouse Realty wants to leverage Salesforce mobile app. What are three things an app builder should do to optimize mobile experience? Choose 3 answers

- A. Use Global Actions to make it easy to perform vital functionality on mobile.
- B. Avoid using default field values so that the user is required to fill in all fields on the screen.
- C. Minimize the amount of formula fields and lookup fields to reduce page load time.
- D. Create individual customized layouts for different phone operating systems.
- E. Put the most important fields in the compact layout so they are easy to find.

Answer: ACE

NEW QUESTION 72

The sales Operations team at AWS Computing deletes accounts for a variety of a reasons. The sales ops director is worried that the Sales team may delete accounts that sales reps areactively selling into.

Mow should the app builder keep accounts with open opportunities from being delected?

- A. Create an Apex Trigger on the Account object
- B. Create a validation rule on the Account object.
- C. Remove the delete button on the accountlayout
- D. Remove the Delete permission from the Sales Rep profile.

Answer: A

NEW QUESTION 74

Universal Containers uses the Asset object to track products that are installed at customer locations. A new object, Asset Inventory, has been created to capture details about the asset.

Which approach should the appbuilder take to show Asset Inventory as a related list on Asset?

- A. Create a roll-up on Asse
- B. Add the Asset Inventory related list to the Asset page layout.
- C. Create a junction object to relate Asset Inventory and Asse
- D. Add the Asset Inventory relatedlist to the Asset page layout.
- E. Create a lookup relationship on Asset Inventory to Asse
- F. Add the Asset Inventory related list to the Asset page layout.
- G. Create a master-detail relationship on Asset to Asset Inventory Add the Asset Inventory related list to the Asset page layout.

Answer: C

NEW QUESTION 78

UniversalContainers uses a custom picklist field Account Region on the account record. They want this region to be reflected on all related contact records and stay in sync if the value of this field changes on the Account.

How should an app builder meet this requirement?

- A. Create a picklist field called 'Account Region' on Contact object > Create a workflow rule to update this picklist field if the Account Region field on the Account is changed.
- B. Create a formula field on the Contact object > Set the value of the formula to ISPICKVAL(Account.Account_Region__c).
- C. Create a formula field on the Contact object > Set the value of the formula to TEXT(Account.Account_Region__c).
- D. Create a text field called 'Account Region' on Contact object > Create a workflow ruleto update this picklist field if the Account Region field on the Account is changed.

Answer: C

NEW QUESTION 81

The CFO of Cloud Kicks needs to sign off on any major show retail deal that has a discount of more than 30% before the deal can be closed.

What feature would be used to handle this requirement?

- A. Approval Process
- B. Email Alert
- C. FieldUpdate
- D. Workflow Rule

Answer: A

NEW QUESTION 86

Cloud Kicks wants to summarize the number of open Cases related to an Account, as well as the number of closed Cases to indicate whether customer support utilization is high, medium, or low. Two number fields have been created: NUM_Open_Cases__c and NUM_Closed_Cases__c

Which two automation solutions would meet these business requirements? Choose 2 answers

- A. AppExchange
- B. Process Builder
- C. Workflow
- D. Apex

Answer: BD

NEW QUESTION 87

An app builder wanes to show Groups as the last navigation menu item in the mobile app. However, (he app builder is unable to select Groups as one of the items on the drop-down menu.

What could cause this?

- A. Groups is available in the recent section of the navigation menu.
- B. Groups is included m the Smart Search items butunavailable on the navigation menu.
- C. Groups is unavailable in the selected list for the navigation menu.
- D. Groups is available in the Chatter section of the navigation menu.

Answer: B

NEW QUESTION 89

A recently refreshed partial sandbox at Cloud Kicks has no data in the custom object Shipping. Checking in production, there are two million rows of data in the object.

What could be the reason the data is missing?

- A. The sandbox was refreshed too early.
- B. The selected objects in the sandbox template.
- C. The Partial sandbox is at capacity.
- D. The sandbox is still populating data.

Answer: B

NEW QUESTION 90

An app builder at DreamHouse Realty created a custom object which has fields containing data from two different objects via related lookups.

What is needed to create "with" or "without" reports on the new custom object?

- A. Row-Level Formula
- B. Report Bucket Field
- C. Report Filters
- D. Custom Report Type

Answer: D

NEW QUESTION 95

An app builder notices several Accounts converted from Leads are missing information they expected to be caught via Account validation rules.

What could be the source of this issue?

- A. The lead settings are unchecked to require validation for converted leads.
- B. Account validation rules fail to validate on records converted from a lead.
- C. The lead settings are allowing users to intentionally bypass validation rules.
- D. Lead validation rules fail to validate on records when they are being converted.

Answer: B

NEW QUESTION 99

Ursa Major Solar has a lookup relationship between a custom Galaxy__c object and a custom Star__c object. An app builder wants to create a roll-up summary field that counts the total number of Star__c records related to each Galaxy__c record.

How would the current configuration impact the ability to achieve the desired result?

- A. The roll-up summary can be achieved by creating a formula field on the Galaxy__c object.
- B. The lookup relationship will need to be converted to a master-detail relationship before a roll-up summary field can be created.
- C. The roll-up summary can be achieved by creating a formula field on the Star__c object.
- D. A roll-up summary field will need to be created on the Galaxy__c object with a field filter that selects all related Star__c records.

Answer: B

NEW QUESTION 101

Cloud Kicks has five years of sales data and would like to track when customers made their first purchase. How should an app builder use a roll-up summary to meet the requirements?

- A. Create a new roll-up summary field called First Order Date, using Type MIN on the Opportunity Close Date with a filter where IsWon = TRUE.
- B. Create a new date field called First Order Date, create a new Workflow to set the date, and roll up the value with a filter where IsWon = TRUE.
- C. Create a new roll-up summary field called First Order Date, using Type SUM on Opportunity Close Date.
- D. Create a new date field called First Order Date, then create a roll-up summary to update the field using Type MIN.

Answer: A

NEW QUESTION 106

Which two solutions prevent a formula field from being referenced by a Roll-Up Summary Field?

- A. A cross-object workflow updating a field referenced by the formula field
- B. A cross-object field reference in the formula field
- C. The CASE() function in the formula field
- D. The NOW() function in the formula field

Answer: AB

NEW QUESTION 108

Universal Containers has several large customers that sell their products through dealers. Each customer and dealer has an individual rep who works directly with them and each is billed separately. How can an app builder implement these requirements?

- A. Create a single account record, add each rep as a contact and create a custom dealer object.
- B. Create both customer and dealer as accounts, add each rep as a contact on the corresponding account and create an account hierarchy.
- C. Create a single parent record, add each rep as a contact to the parent account and add each dealer as a child record.
- D. Create both customer and dealer as accounts, create account teams on each account and associate the dealer records with the parent account.

Answer: B

NEW QUESTION 110

An appbuilder wants to update a field on the parent record when a child record connected via lookup is deleted. What automation should the app builder use?

- A. Screen flow
- B. Process Builder
- C. Apex code
- D. Workflow rule

Answer: C

NEW QUESTION 114

Ursa Major Solar is ramping up the sales team to meet increased demand. As part of the short ramp up for these newreps, the manager wants to provide a help guide to enable reps to easily get help where needed during the different sales processes. Which solution should an app builder recommend?

- A. Flow
- B. Journey Builder
- C. Chatter Publisher
- D. Path

Answer: D

NEW QUESTION 115

How should an app builder configure access to a contact's Twitter profile for Salesforce mobile app users?

- A. Add a formula field to the Contact page layout.
- B. Add an AppExchange Lightning Component to the mobile app.
- C. Add the Twitter component to mobile view Lightning pages.
- D. Add a Twitter Quick Action to the mobile navigation.

Answer: C

NEW QUESTION 117

A Cloud Kicks employee submitted an opportunity for approval by their manager. What would happen if the employee attemptsto edit the description field after submission?

- A. User will be presented with a 'Record Lock' notification.
- B. User will be able to edit the description field only.
- C. User will see the record is now owned by their manager.
- D. User will be able to edit the name, but unable to edit the description.

Answer: A

NEW QUESTION 121

Cloud Kicks wants to efficiently Increase the company's adoption of Salesforce while simultaneously moving away from their reliance on spreadsheets. An app builder is given a spreadsheet everyone is sharing that needs to be added to Salesforce. The object with fields needs to be created and the data inserted simultaneously. Which tool should be used?

- A. Import Wizard
- B. Lightning Object Creator
- C. Data Loader
- D. Schema Builder

Answer: B

NEW QUESTION 123

The Recruiting ream at AW Computing captures the job acceptance and date of hire of a candidate on the Job Application custom object. Once the candidate accepts the recruiter s job offer, the date of hire should be entered and not be changed on subsequent cecord edit. Which validation formula should the app builder use?

- A. NOT(ISCLANK(Job_Accepted_c)) && ISCHANGED(Hire_Date_c)
- B. (ISBLANK(Job_Accepted_c) || NOT(ISCMANGED(Mire_Daie_c))
- C. NOT{IS&IANK(Job_Accepted_c)} || ISCHANGED(Hire_Date_c)
- D. (ISBLANK(Job_Accepted_c) && NOT(ISCHANGED(Hire_Date_c))

Answer: A

NEW QUESTION 126

Universal Containers wants to streamline its data capture process by linking fields together. They wish to do this sothat the available value on dependents fields are driven by value selected on controlling fields. Which consideration supports the stated requirements? Choose 3 answers

- A. The import wizard only allows value to be imported into a dependent picklist if they match the appropriate controlling field
- B. Custom picklist field can be either controlling or dependent field
- C. Multi select picklist can be dependent picklist but not controlling fields
- D. Standard and custom picklist fields can be dependent fields.
- E. Checkbox fields can be controlling fields but not dependent fields

Answer: BCE

NEW QUESTION 131

A user is unable to use inline editing on a list view. A quick check verifies the user should be able to perform inline editing as they have been assigned the appropriate permissions.

Which two conditions should the app builder review? Choose 2 answers

- A. If the list view restricts sharing for the user
- B. If the list view selected is the recently viewed list view
- C. If the list view contains a chart created by the user
- D. If the listview contains more than one record type

Answer: AD

NEW QUESTION 135

Universal Containers (UC) has created a picklist field called Status on three separate custom objects. UC has a requirement to share the list of values for this field across each object.

Which feature would an app builder use?

- A. Field Update
- B. Global Picklist Value Set
- C. Dynamic Action
- D. Dependent Picklist

Answer: B

NEW QUESTION 139

Universal Containers is migrating its sales operations from a legacy system that was used. Opportunities need to be imported with the proper country currency.

Which two steps should an app builder configure to meet these requirements?

Choose 2 answers.

- A. Include the currency ISO code in all currency fields in the import file.
- B. Use Data Loader to import the records.
- C. Include the currency ISO Code Column in the import file.
- D. Use import the currency ISO Code Column in the import file.
- E. Use Import Wizard to import the records.

Answer: AB

NEW QUESTION 143

Universal Containers allows all employees to submit reviews for leadership using a custom object called Review. These Reviews should only be visible to the HR department and the employee who submitted the record.

Which three steps should an app builder take to properly control access to Reviews? Choose 3 answers

- A. Disable Grant Access Using Hierarchies.
- B. Add a Master-Detail (User; field on the Review object.
- C. Create a criteria-based Sharing Rule for the HR Department.
- D. Remove Review Read permission from non-HR Department user Profiles.
- E. Set organization-wide default to Private.

Answer: ACE

NEW QUESTION 147

Cloud Kicks (CK) captures all shipping information in a custom object called Shipments__c. CK's app builder is tasked with creating an approval process to ensure department members can approve all overnight shipments.

Where should the app builder route the approval request?

- A. Hierarchy field
- B. Role
- C. Public group
- D. Queue

Answer: D

NEW QUESTION 149

Universal Containers implemented an application process that uses custom objects Internships and Applications. The organization-wide default for Internships has been set to private and is the master in the master-detail relationship with Applications. The VP of HR wants to allow edit access to Applications to recruiters.

How should an app builder configure the proper access?

- A. Set the organization-wide default on the Applications object to Read/Write.
- B. Add a sharing rule that grants the users Read/Write access to the Internship records.

- C. Create a queue for the web applications and assign access to the users who will be editing the records.
- D. Create a sharing rule that grants the users Read/Write access to the Application records.

Answer: B

NEW QUESTION 150

The CRMManager at Universal Containers has requested that a custom text field be converted to a picklist in order to promote better data hygiene. What needs to be considered before changing the field type? Choose 2 answers

- A. Existing list views that reference the field may be deleted.
- B. Field references will be removed in Visualforce pages
- C. All data should be backed up before converting a text field.
- D. Changing a field type will remove existing field history.

Answer: AC

NEW QUESTION 152

Ursa Major Solar wants to see the Type field from the parent object Galaxy listed on the child record Star. The app builder is receiving an error stating "Picklist values are only supported in certain functions".

What formula should an app builder use to achieve the desired result?

- A. ISPICKVAL(Galaxy__r.Type__c)
- B. VALUE(Galaxy__r.Type__c)
- C. TEXT(Galaxy__r.Type__c)
- D. FIND(Galaxy__r.Type__c)

Answer: C

NEW QUESTION 156

An app builder installs an unmanaged package in a full copy sandbox that is an exact match for production, and now they are ready to install it in production.

When the app builder attempts to install the package in production, it fails.

Why did the package fail to install?

- A. Incorrect license types
- B. Package features not compatible
- C. Object limits exceeded
- D. Apex unit test failures

Answer: D

NEW QUESTION 158

SERVICE AGENTS ARE REQUIRED TO CONFIRM A USER IDENTITY BEFORE PROVIDING SUPPORT INFORMATION OVER THE PHONE. WHAT FEATURE CAN AN APP BUILDER USE TO HELP AGENTS MEET THIS REQUIREMENT?

- A. Include Surveys as a Case related list
- B. Case Validation Rules
- C. Add Path to the top of the Case layout
- D. Guided Action Flows on the record page

Answer: D

NEW QUESTION 163

Universal Containers wants to track installation information once its container has been purchased on a custom object. Sales reps should have visibility of all the installation with their opportunities.

visibility of all the installations associated with their opportunities.

What kind of relationship should this new object have to the Opportunity?

- A. Lookup
- B. Hierarchical
- C. Master-Detail
- D. Many to Many

Answer: D

NEW QUESTION 166

Containers have the Account object's Organization-Wide Default set to Private. The marketing team owns Accounts; however, they also need to be able to see the sales team's Accounts. Both the sales and marketing teams are in completely different branches of the role hierarchy.

What feature should be used to enable marketing to see sales-owned accounts.

- A. Public Group
- B. Flow
- C. Workflow
- D. Sharing Rules

Answer: D

NEW QUESTION 170

An app builder created multiple custom fields, page layouts, and reports in the sandbox and added them to a change set set was deployed to production, the reports were NOT deployed.
What should the app builder do?

- A. Move the reports to the Untried Public Reports folder and add them to a new change set.
- B. Move the reports from the Unfiled Public Reports folder and add them to a new change set
- C. Recreate the reports in productio
- D. Reports are not supported in change sets
- E. Add the reports to an unmanaged package and install the unmanaged package into production.

Answer: A

NEW QUESTION 175

When a deal is closed- won, it has to be approved by the owner's manager prior to being added to the leaderboard for a quarterly sales competition. An opportunity is won on the last day of the quarter and themanager is on vacation.
What is recommended to ensure all of the appropriate deals are reviewed and the leaderboard is up to date?

- A. Forward the approval request to the manager's assistant.
- B. Set up a delegated approver for the manager
- C. Have the manager log on and reassign the approval request
- D. Use Process Builder to assign a delegated approver.

Answer: B

NEW QUESTION 179

Cloud Kicks (CK) wants to set up a custom child object to track gift cards issued to a customer. A key requirement is to track the total number of gift cards opened and gift cards issued on an Account. CK wants topermanently ensure the gift cards are unable to be moved across any other Account once it is created.
On the gift card object, what type of field should be created to support this requirement?

- A. Master-detail relationship
- B. Roll-up summary
- C. Formula
- D. Lookup relationship

Answer: A

NEW QUESTION 184

What option is available to an App Builder when defining an object-specific Create Record custom action? Choose 2 answers

- A. Pre-Defining field values on the target object.
- B. Redirecting the end user to the detail page of the target object
- C. Specifying the fields and layout of the action.
- D. Allowingthe end user to choose the record type

Answer: AD

NEW QUESTION 187

An app builder has deployed a change set from a sandbox to production. There is a long delay in the deployment.
What can be causing the delay?

- A. Profiles are included in the change set.
- B. A field type change is included in the change set.
- C. Dependentsfields are included in the change set.
- D. Roles are included in the change set.

Answer: B

NEW QUESTION 192

An app builder at Cloud Kicks created acustom object and related fields in the schema builder. What next steps should the app build take to ensure users can access the new object and fields?

- A. Create a permission set for access to the object and fields.
- B. Allow reporting for the object and fields.
- C. Assign data types to the fields on the object.
- D. Add the fields to the page layout on the object.

Answer: D

NEW QUESTION 197

Cloud Kicks asked the app builder to insert a list of 25,000 records using deduplication for the Race_Track__c customobject.
Which tool should be used?

- A. Import Wizard
- B. Lightning Object Creator
- C. Data Loader
- D. Schema Builder

Answer: A

NEW QUESTION 199

Universal Containers wants to understand return on investment for the latest advertising buy. They currently use a private security model for all objects. What should an app builder recommend?

- A. Utilize Account Hierarchies and Roll-Up Summary fields
- B. Run an opportunities pipeline report
- C. Change to a public security model
- D. Configure Campaign Hierarchies and Campaign statistics

Answer: D

NEW QUESTION 200

A new custom object is being created with a private sharing setting. The business wants to share individual records with specific people or group of people on a case by case basis. What options does the business user have to manually share individual records? Choose 3 answers

- A. Public Groups
- B. Permission Sets
- C. Roles
- D. Profiles
- E. Users

Answer: ACE

NEW QUESTION 205

The finance manager at Universal Containers wants to receive a new business notification email each time a new client is won. The sales manager wants to receive a task letting them know to onboard the new client unless it is a top-tier client. Which automation tool should an app builder use to best address all these requests?

- A. Record-triggered flow
- B. Screen flow
- C. Apex
- D. Approval process

Answer: A

NEW QUESTION 207

Managers at Universal Containers want a quick way to create additional accounts to form a hierarchy from a Parent Account record. They want to auto-populate five fields based on the parent to make it easier for users to create the child accounts quickly. What should the app builder recommend?

- A. Add Path on Account hierarchy
- B. Add a custom link on Account
- C. Customize a Global Quick Action
- D. Create a custom action

Answer: D

NEW QUESTION 211

The convert button on leads should NOT appear until the lead status picklist is set to a qualified. What should an app builder suggest to meet these requirements?

- A. Picklist dependency, page layouts, record types
- B. Custom button, validation rule, record types
- C. Process builder field update, quick action, record type
- D. Page layout, record types, process builder field update

Answer: D

NEW QUESTION 214

Sales reps at Universal Containers create multiple quotes per opportunity. What automation tool should an app builder recommend to delete rejected quotes?

- A. Approval process
- B. Validation rule
- C. Workflow rule
- D. Flow

Answer: D

NEW QUESTION 218

DreamHouse Realty (DR) has a policy that requires the phone number on Contact to be deleted when the DoNotCall checkbox is checked. What automation tool should the app builder recommend?

- A. Quick action

- B. Approval process
- C. Validation rule
- D. Workflow rule

Answer: C

NEW QUESTION 222

An app builder needs to create new automation on an object.
What best practice should the app builder follow when building out automation?

- A. One Workflow rule per object.
- B. One Flow per object.
- C. One invocable process per object.
- D. One record change process per object.

Answer: C

NEW QUESTION 227

An app builder wants to add the option to 'Send New Email' from Leads, Contacts and Accounts for users on mobile.
What is the benefit of using global actions to accomplish this?

- A. Global actions can be accessed anywhere actions are pages, feed and Chatter groups,
- B. Salesforce Lightning Component Library houses existing global actions prebuilt for use.
- C. The global action's layout automatically clones the default page layout.
- D. Global actions are record-specific and are available when searching that particular

Answer: A

NEW QUESTION 231

When a sales rep submits an account for approval, Universal Containers wants the user to answer additional questions via a popup window to populate additional record fields.
What should an app builder use to achieve the desired result?

- A. Process Builder and Flow
- B. Lightning component and Process Builder
- C. Custom picklist field and Process Builder
- D. Custom button and Flow

Answer: D

NEW QUESTION 236

Universal Containers wants to ensure that they are accepting clean data from their users and verify that important fields are entered. What should an app builder recommend to meet this requirement?

- A. Update the important fields to be required on the page layout
- B. Make a formula field to check the format of the important fields
- C. Create a workflow rule to check the fields are formatted correctly
- D. Configure a validation to require a field for a specific record type

Answer: D

NEW QUESTION 237

Universal Containers has two types of applicants, hourly and salary. There are separate record types for each. While all members of the human resource department need to be able to view all applicant records, only the hiring Manager and VP of HR should be able to create salary applicant records.
What should the app builder recommend to meet this requirement?

- A. Update the org-wide default to private and create a sharing rule for the role of recruiting manager.
- B. Create a permission set containing the salary record type and assign it to the appropriate users.
- C. Remove "create" permission for the salary applicant object for everyone except the manager and VP.
- D. Configure the hourly record type as the default and instruct non-management users to accept the default record type.

Answer: B

NEW QUESTION 238

An app builder needs a custom solution and is considering using community. Ease of updates is the primary consideration.
What should the app builder consider?

- A. A managed package from AppExchange
- B. An unmanaged package from AppExchange
- C. An open-source unmanaged package
- D. An open-source custom development

Answer: A

NEW QUESTION 241

Universal containers (uc) wants to delete data in several fields for 5000 lead records. UC export the selected record IDs and fields that need to have data deleted in a csv file. Which two steps should an app builder suggest to meet these requirements ? Choose 2 answers

- A. Select the correct record type
- B. Useimport Wizard to update leads using the CSV file
- C. Select insert null values in settings.
- D. Use Data Loader to update leads using the CSV file

Answer: CD

NEW QUESTION 242

The app builder at UrsaMajor Solar has just created a master-detail relationship between a parent object Galaxy__c and child object Star__c. What would be the effect of creating this type of relationship if users want to report on Galaxy__c with Star__c?

- A. A Star__c report typewith Galaxy__c as a field will be automatically created.
- B. A new custom report type will need to be created for Star__c with lookup fields from Galaxy__c.
- C. A Galaxy__c with Star__c report type will be automatically created.
- D. A new custom report typewill need to be created for Galaxy__c with Star__c.

Answer: D

NEW QUESTION 245

Universal Containers has a new custom object for Invoices that includes an InvoiceNumber field, Before the Invoice object can be used, invoices will be migratedfrom an external system maintaining their current InvoiceNumber. After the migration, salesforce will be the system of record and each new Invoice created in Salesforce must have a unique InvoiceNumber. How should the app builder configure the InvoiceNumber field?

- A. Create a Text filed for the original InvoiceNumber and an AutoNumber field for the Salesforce InvoiceNumber.
- B. Create a Text field and mark it as a unique external ID field.
- C. Create a Text field, then change it to AutoNumber after the migration.
- D. Create an AutoNumber field and migrate the Invoices

Answer: B

NEW QUESTION 246

An App Builder wants to deploy a new version of an auto launched flow to production in an active state so that the new functionality Is immediately available to users

What should the App Builder rake Into consideration when planning the deployment?

- A. Verify there is an Apex test that provides test coverage for the Flow.
- B. Grant user access to the Flow.
- C. Manually activate the Flow after deployment
- D. Include the Process Builder calling theFlow In the deployment

Answer: A

NEW QUESTION 249

An app builder has a custom component they want to make available on the utility bar, but the component isunavailable. How should the component be tagged?

- A. For use on record pages.
- B. For use in Lightning App Builder.
- C. For use on the utility bar.
- D. For use in App Manager.

Answer: B

NEW QUESTION 252

Universal Containers created a 'New Task' custom action on the Opportunityobject. The action was added to all page layouts in the Mobile & Lightning Actions section.

Which Lightning component should the app builder add to the layout to display the action?

- A. Related record
- B. Related lists
- C. Highlights panel
- D. Activities

Answer: D

NEW QUESTION 257

UniversalContainers uses a custom object called Projects. When managers assign projects they set a custom field on the Uroject called Estimated Hours. Once set, users should be able to decrease but not increase the value

How can an app builder meet this requirement?

- A. Create a formula default value for the custom field.
- B. Create a formula held that uses the PREVGROUPVAL function
- C. Create a validation rule that uses the ISCHANGED function

D. Create a validation rule that uses the PRIOR VALUE function.

Answer: D

NEW QUESTION 261

Northern Trail Outfitters uses a custom object to track travel requests. Rangers want to have automatic posts on a record whenever a travel request has been approved.

Which feature should be used to accomplish this?

- A. Auto-response rule
- B. Workflow rule
- C. Feed tracking
- D. Feed quick action

Answer: C

NEW QUESTION 265

Cloud Kicks works on an annual subscription model. When a sale rep marks an opportunity as closed won, a new opportunity should automatically be created for the renewal. The contracts team works outside of salesforce but also needs to be notified about closed deals in order to initial the contract process with the customer.

Which automation solution would meet these requirements?

- A. Approval Process
- B. Outbound Message
- C. Validation Rule
- D. Record-triggered flow

Answer: B

NEW QUESTION 270

An App Builder at UVC would like to prevent users from creating new records on an Account related list by overriding standard buttons. Which two should the App Builder consider before overriding standard buttons?

- A. Standard buttons can be changed on lookup dialogs, list views, and search result layouts
- B. Standard buttons can be overridden with a Visualforce page
- C. Standard buttons that are not available for overrides can still be hidden on page layouts
- D. Standard buttons can be overridden, relocated on the detail page, and relabeled

Answer: BC

NEW QUESTION 271

Sales manager at universal containers would like to standardize what information sales rep are gathering. Sales rep want recommendations, sales strategies and to know what key fields need to be completed at each step of the sales process on the opportunity record. What feature should an app builder use to provide this functionally?

- A. Workflow
- B. Path
- C. Chatter feed
- D. GlobalAction

Answer: B

NEW QUESTION 276

Cloud Kicks has leads owned by users and queues. The sales manager wants the status to change to working when a user takes ownership. What does an app builder need to have in the criteria to ensure the process runs without error?

- A. BEGINS([Lead].OwnerId, „005")
- B. [Lead].Owner:User.Role Is Null = False
- C. [Lead].Owner:Queue.OwnerId Is Null = True
- D. NOT(ISBLANK([Lead].OwnerId))

Answer: D

NEW QUESTION 280

After a deal is closed, Cloud Kicks (CK) wants to assign a user as a customer service manager (CSM) in addition to the account owner and would like a new field to easily track and report which CSM is assigned to the Account.

Which solution should an app builder use for this request?

- A. Multi-select picklist field
- B. Picklist field
- C. Lookup field
- D. Text field

Answer: C

NEW QUESTION 285

Due to the complexity of the Universal Containers sandbox release schedule and requirements, it is advised that change sets are used as often as possible to migrate from one environment to another.

Which three common items can an app builder move when using a change set? Choose 3 answers

- A. Web-to-lead
- B. Standard fields
- C. Custom object
- D. Apex class
- E. Custom field

Answer: CDE

NEW QUESTION 286

The case handling process at Universal Containers includes multiple steps including approvals, notifications, and fields updates. To manage and evaluate all of these changes in a single save operation, an app builder wants to use Process Builder and the Advanced option to let the process evaluate a record multiple times has been selected.

Which two options should the app builder avoid to prevent recursion? Choose 2 answers

- A. IF statements
- B. Setting a criteria node to No criteria-just execute the procedure
- C. Invocable processes
- D. The ISCHANGED function

Answer: BC

NEW QUESTION 291

An app builder is tasked with adding key performance indicators on client pages. They want to see a summary of the number of open Opportunities and the number of won Opportunities for each Account.

Where should the app builder go to build these new rollups?

- A. Lightning App Builder
- B. Account Object
- C. Lightning Object Creator
- D. Opportunity Object

Answer: B

NEW QUESTION 295

Northern Trail Outfitters has two custom objects that are part of a master-detail relationship. What determines the ownership and sharing access of the detail record?

- A. The default owner is set in the parent object's settings.
- B. The Owner field on the Detail record.
- C. The Owner field on the Master record.
- D. The owner is set independently on the detail object's settings.

Answer: C

NEW QUESTION 296

Universal Containers is setting up Salesforce for the first time. Management wants the sales and marketing teams to have different navigation names in the Salesforce1 mobile app. Which option is available to an app builder to satisfy the requirement?

- A. Create sales and marketing profiles to ensure read access to different objects
- B. Create roles for sales and marketing and assign a custom homepage layout for each role.
- C. Create mobile navigation menus for both the sales and marketing profiles.
- D. Create public groups for sales and marketing and create mobile navigation menus for each group.

Answer: C

NEW QUESTION 297

Cloud Kicks works on an annual subscription model. When a sales rep marks an opportunity as closed won, a new opportunity should automatically be created for the renewal. The contracts team works outside of Salesforce but also needs to be notified about closed deals in order to initiate the contract process with the customer.

Which automation solution would meet these requirements?

- A. Approval Process
- B. Validation Rule
- C. Process Builder
- D. Workflow Rule

Answer: C

NEW QUESTION 302

The app builder needs to change the data types of new custom fields. The app builder is not able to delete and recreate any of the fields, nor modify any apex code. Which data type change will require the app builder to perform the additional steps in order to retain existing functionalities?

- A. Changing the data type of a field used in an apex class from number to text.

- B. Changing the data type of a field used in a report from a text to an encrypted field
- C. Changing the data type of a field used as an external id from number to text.
- D. Changing the data type of a field used in lead conversion from number to text

Answer: C

NEW QUESTION 305

Universal Containers has a customer base where many customers have the same or similar company names. Which functionality should be configured to improve an end user's search experience?
Choose 2 answers

- A. Update the account search layouts view filtersettings.
- B. Update the account search layouts search results columnsdisplayed.
- C. Update the account search filter fields.
- D. Update the account search layouts accounts tab columns displayed.

Answer: BC

NEW QUESTION 309

Universal Containers require different fields to be filled out at eachstage of the Opportunity sates process. What configuration steps can an app builder use to meet this requirement?

- A. Set page layout required fields based on the current stage.
- B. Create a Process Builder to prompt the User for field information.
- C. Definerecord types and page layouts for each stage.
- D. Add the Path component to the Lightning record page.

Answer: D

NEW QUESTION 310

The DreamHouse Realty (DR) service manager has asked for someimprovements in case management to enforce process compliance so that cases are unable to be reverted to an earlier case status, and to ensure that certain fields are required when specific case criteria are met.
What solution should an app builder implement to meet these requirements?

- A. Workflow Rules
- B. Process Builder
- C. A Validation Rules
- D. Activities Component

Answer: C

NEW QUESTION 311

Universal Containers wants to deliver purchased containers to remote construction address. In these cases the customers will supply UC with the coordinates to the location.
What type of field should the app builder use to capture this information?

- A. Number
- B. Goelocation
- C. Text
- D. External Lookup

Answer: B

NEW QUESTION 314

Sales reps at Universal Containers use Salesforce on their mobile devices. They want a way to odd new contacts quickly and then follow up laterto complete the additional Information necessary.
What mobile solution should an App Builder recommend?

- A. Customize the mobile menu to move Contacts to the top.
- B. Build a global action to create Contacts.
- C. Add a compact layout to Contacts.
- D. Use Pathand set pre-defined values

Answer: B

NEW QUESTION 317

An App Builder has beenasked to integrate Salesforce with an external web service. The web service must be notified every time an Opportunity is Won. Which two can satisfy this requirement?

- A. Use a workflow rule and an outbound message
- B. Use a flow and an outbound message
- C. Use a process and Apex Code
- D. Use a process and an outbound message

Answer: AC

NEW QUESTION 320

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