

Salesforce

Exam Questions Platform-App-Builder

Salesforce Certified Platform App Builder (SP19)



NEW QUESTION 1

Ursa Major Solar wants to create a relationship between the standard Contact object and a custom Solar Project object. Contacts potentially be related to multiple Solar Project objects, and a Solar Project can have multiple Contacts associated with it. How should an app builder configure the data model?

- A. One Master-detail relationship on Contact and one Master-detail relationship on Solar Project
- B. Two Lookup relationships on a new custom object
- C. One Lookup relationship on Contact and one Lookup relationship on Solar Project
- D. Two Master-detail relationships on a new custom object

Answer: A

NEW QUESTION 2

An app builder has been to display an overdue date that is two months after a task's due date. Which approach should the app builder take?

- A. Use process builder and set overdue date equal to $\text{DueDate} + ((365/12)*2)$
- B. Create a formula field using $\text{DueDate} + 60$
- C. Use process builder and set overdue Date equal to $\text{DueDate} + 60$
- D. Create a formula field using the `ADDMONTHS()` function

Answer: D

NEW QUESTION 3

Universal Containers has a Lightning record page that supports both the mobile app and desktop. An app builder has downloaded a custom Lightning component from AppExchange, but users are unable to view the component on mobile devices. What can be the issue?

- A. The record page needs to be activated.
- B. The component has been developed for Desktop Pages.
- C. The component needs to be activated.
- D. The record page template is unable to support mobile devices.

Answer: B

NEW QUESTION 4

Cloud Kicks wants to know the total value of all won Opportunities for Accounts and display it on the record. What type of summary should the app builder use in the roll-up summary field?

- A. Count
- B. Q Max
- C. Sum
- D. Min

Answer: C

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

A Service Coordinator (SC) for Ursa Major Solar (UMS) does a final review of work orders owned by a technician for a specific region before the records are submitted for an invoice. Before closing out the work order, the SC needs to modify data or remove attachments that were added by mistake. The SC also needs access to any other related records owned by the technician. What solution would provide the required access, given a private data model?

- A. Give the SC a permission set with the Modify All Data system permission.
- B. Put the SC in the role hierarchy above the technicians whose work orders they review.
- C. Create a workflow rule that updates records owned by technicians in that region with the SC.
- D. Change work order access on the SC's profile to 'Modify All'.

Answer: B

NEW QUESTION 7

Universal Containers utilizes opportunities and a custom object called `DetailedSales__c`. The company would like to roll sales metrics up to an opportunity for only `DetailedSales__c` records that have their picklist status set to Active. What is the recommended method for the app builder to achieve this request?

- A. Utilize the AppExchange to download a third-party application that can roll up the sales dollars with the appropriate filter.
- B. Create a master-detail relationship between the parent and child object with a roll-up summary field that filters on the status field.
- C. Create a lookup relationship between the parent and child object with a roll-up summary field that filters on the status field.
- D. Utilize Apex code to roll up the desired amounts.

Answer: B

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

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

Universal Containers wants to display the real-time stock price for each Account on the Account record page. How should an app builder implement this request?

- A. Create a Lightning Web Component.
- B. Install a solution from the AppExchange.
- C. Build a Flow that uses API calls.
- D. Use a scheduled Apex job.

Answer: B

NEW QUESTION 10

Universal Containers uses a custom object called Reviews to capture information generated by interviewers during the candidate process. The Review records are visible to any user that has access to the related custom Candidate record. The VP of Human Resources wants the comment field on the Review to be private to anyone outside of the HR department. How should the app builder meet this requirement?

- A. Create a page layout with the field and use field-level security to hide the field from all other users.
- B. Create an Apex sharing rule to share the field with users that have "HR" in their role.
- C. Create a sharing rule to share the field with the VP of HR with Role and Subordinates.
- D. Create a page layout with the field for HR users and another page layout without the field for all other users.

Answer: A

NEW QUESTION 15

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 17

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 22

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 26

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 27

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 30

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 31

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

What should an app builder consider when choosing a template for a new Lightning record page?

- A. The template is unable to be changed after the initial save.
- B. To view the record page, users need "View All Data" permissions for the object.
- C. A Page structure will automatically adapt to the device being used to view the record page.
- D. Select a new template for each type of device users use to view the record page.

Answer: C

NEW QUESTION 40

Universal Containers has a private sharing model for Accounts and Opportunities and uses Territory Management to grant access to records.

- Sales rep A manually shares an opportunity record with sales rep B.
- Sales rep B has access to the Account even though the Account is NOT in sales rep B's territory.
- Sales rep C CANNOT see either record.

Based on the information given, why can sales rep B see the Account related to the Opportunity?

- A. Sales rep B has implicit access to the Account.
- B. Sales rep B was added to the Account team.
- C. Sharing set is granting access to the Account.
- D. Account was also manually shared.

Answer: B

NEW QUESTION 45

The VP of Sales at Universal Containers has asked the app builder to let sales reps create opportunity records directly from the account, with a number of fields pre-populated.

Which feature should the app builder use to allow users to create the opportunity?

- A. A quick action
- B. A default action
- C. A custom button
- D. A custom link

Answer: A

NEW QUESTION 49

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 52

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 55

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 57

On the Account Lightning record page, users need to see ten fields and the ability to sort and wrap text on their Related Lists.

What Related List type would the app builder select for the Related List Lightning component?

- A. Enhanced List
- B. Basic List
- C. ListView
- D. List Class

Answer: A

NEW QUESTION 59

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 63

At Ursa Major Solar there is a requirement for a new field called Planet Details on the Planet object where users can write detailed descriptions that can include pictures and links.

What field type should the app builder utilize to fulfill this requirement?

- A. Long Text Area
- B. Rich Text Area
- C. Multi-Select Picklist
- D. URL

Answer: A

NEW QUESTION 64

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

The sales Operations team at AWS Computing deletes accounts for a variety of reasons. The sales ops director is worried that the Sales team may delete accounts that sales reps are actively selling into. How should the app builder keep accounts with open opportunities from being deleted?

- 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 account layout
- D. Remove the Delete permission from the Sales Rep profile.

Answer: A

NEW QUESTION 74

Universal Containers 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 rule to update this picklist field if the Account Region field on the Account is changed.

Answer: C

NEW QUESTION 79

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. Field Update
- D. Workflow Rule

Answer: A

NEW QUESTION 81

An app builder wants to show Groups as the last navigation menu item in the mobile app. However, the 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 in the Smart Search items but unavailable 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 83

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 88

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 89

Ursa Major Solar's service department gets requests for several types of services, such as installation, repair, and maintenance. Service managers need to be able to tell when maintenance was last done on an asset to help determine if they are meeting contract agreements, but the last maintenance date can be difficult to determine when there are many work orders related to the asset. They think it would be helpful to have a field auto-populated on the Asset record when a maintenance work order gets closed.

What tool should an app builder recommend to help meet this requirement?

- A. Visualforce
- B. Roll-up Summary
- C. Apex Trigger
- D. Flow

Answer: D

NEW QUESTION 93

Ursa Major Solar wants to convert the relationship between Galaxy and Star from a lookup relationship to a master-detail relationship so each Galaxy record can be equipped with a roll-up summary count of Star records.

Which two considerations should be made? Choose 2 answers

- A. The Star records are all required to have an existing value in their Galaxy field.
- B. The Galaxy object has fewer than two existing master-detail relationships.
- C. The Galaxy object is required to contain existing roll-up summary fields.
- D. The Star object has fewer than two existing master-detail relationships.

Answer: AD

NEW QUESTION 96

Cloud Kicks wants to display the number of opportunities that are Closed Won with a Close Date within the last year on the Account detail page. Which tool should an app builder use to implement this?

- A. Process Builder
- B. Activity Timeline
- C. Roll-Up Summary Field
- D. Workflow Rule

Answer: A

NEW QUESTION 98

Universal Containers (UC) maintains information for over 2 million assets in an external system. UC needs to access these assets in real-time data in Salesforce and is nearing the data storage limits.

What feature could an app builder recommend UC use?

- A. Data Loader
- B. Salesforce Connect
- C. Salesforce to Salesforce
- D. Data Export Wizard

Answer: A

NEW QUESTION 101

DreamHouse Realty is rethinking its sandbox utilization strategy after acquiring Cloud Kicks. The Salesforce COE already utilizes a partial and a full sandbox, which it refreshes on their own regular schedules. Teams are expanding and have to begin each of their small projects in a sandbox before committing to the larger pool for collaborative testing while still keeping costs down.

What type of sandbox should each team member use?

- A. Full sandbox
- B. Developer sandbox
- C. Developer pro sandbox
- D. Partial sandbox

Answer: B

NEW QUESTION 104

Universal Containers conduct evaluations of their sales reps using a custom object consisting of numerical scores and executive comments. The company wants to ensure that only the sales reps, and their manager's executive can view the rep's evaluation record but the reps should not be able to view the executive comment field on their review. How can these requirement be met?

- A. Use a private sharing model granting record access using hierarchy; manage field access with record types and field-level security
- B. Use a private sharing model granting record access using custom setting; manage field access with page layouts and field level security
- C. Use a private sharing model granting record access using hierarchy; manage field access with field-level security
- D. Use a private sharing model granting record access using custom setting; manage field access with record types and page layouts

Answer: C

NEW QUESTION 105

Universal Containers's app builder has been tasked with replacing workflow rules and Apex triggers with Process Builders where possible. What are two important considerations an app builder should know before the project is started? Choose 2 answers

- A. Avoid generating infinite loops.
- B. Apex has a different SOQL query limit than Flow.
- C. Create a process for each workflow rule.
- D. Combine actions when possible.

Answer: AD

NEW QUESTION 109

A Cloud Kicks employee submitted an opportunity for approval by their manager. What would happen if the employee attempts to 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 113

Universal Containers has deployed custom tabs to Production via changes sets, without including the profile settings or permission sets. What are the settings for the visibility of custom tabs?

- A. Custom tabs are default off for all users.
- B. Custom tabs are default on for all users.
- C. Custom tabs are hidden for all users.
- D. Custom tabs are NOT deployed.

Answer: A

NEW QUESTION 116

Universal Containers would like to automatically assign a specific permission set to new users. How can this requirement be met? Choose 2 Answers

- A. Create an approval process on the User object to assign a permission set
- B. Create a flow on the user object to assign a permission set.
- C. Create a lightning process on the user object to launch a flow.
- D. Create a workflow rule on the User object to assign a permission set.

Answer: CD

NEW QUESTION 119

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: A

NEW QUESTION 121

An app builder wants to limit the amount of fields users are required to fill out when creating a new Opportunity. Once they fill out the required fields and save, the full record page with additional fields relevant to the Opportunity type becomes available. How could this be accomplished?

- A. Make the Opportunity type a required field on the initial Opportunity page layout and use automation to fill in the type field to a record type.
- B. Use different page layouts for Opportunity types based on the user profile.
- C. Once the required fields are populated, use a sharing rule to share the new fields with the user.
- D. Hide additional sections on the page layout and show the users how to manually expand them when they want to fill in the fields in the hidden sections.

Answer: A

NEW QUESTION 125

An app builder has downloaded a component from the AppExchange successfully; however, they are unable to add it to the Lightning home page. Which two reasons can be preventing the appbuilder from being able to add the custom component? Choose 2 answers

- A. My Domain must be deployed to add custom components to the page with the App Builder.
- B. A custom tab must be created to add custom components to the page with the App Builder.
- C. The component requires a developer permission to add it to the page with the App Builder.
- D. The component is tagged for record pages instead of home pages and is not showing up in the App Builder.

Answer: AD

NEW QUESTION 130

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 134

Cloud Kicks (CK) wants to begin socializing and collaborating within Salesforce around customer accounts to discuss various topics. CK would like all company employees to see these conversations.

Which two features of Chatter would meet CK's business needs? Choose 2 answers

- A. Set up new private Chatter groups.
- B. Set up new public Chatter groups.
- C. Use post action on the Account object.
- D. Use Chatter actions to create tasks to complete.

Answer: BC

NEW QUESTION 138

Universal Containers has 20 different workflows on the opportunity object. To ensure that updates are processing properly for all field updates UC has the re-evaluate workflow rules after field change checkbox checked. Recently after adding a new workflow, users have reported receiving errors about workflow limits. What should an app builder look at to address this?

- A. Talk to a developer about apex code issues
- B. Number of workflows per object limits
- C. Workflows that cause each other to fire back and forth recursively
- D. Workflows on other objects that are being re-triggered

Answer: C

NEW QUESTION 143

Cloud Kicks (CK) keeps track of its shoe inventory in Salesforce. When an order's status is changed to Activated, the inventory for the ordered shoe is reduced. At that point, a SOAP web service on the CK website must be called so that the website is updated to display the correct inventory amount for the shoe.

What should an app builder use to communicate to the CK web service when a shoe's inventory has changed?

- A. After-Save Record-Triggered flow
- B. Before-Save Record-Triggered flow
- C. Process Builder
- D. Workflow rule

Answer: D

NEW QUESTION 144

Universal Containers (UC) has a time-sensitive need for a custom component to be built in 4 weeks; UC developers require additional enablement to complete the work and are backlogged by several months.

Which option should an app builder suggest to meet this requirement?

- A. Use an AppExchange solution.
- B. Build a screen flow page.
- C. Build a Lightning record page.
- D. Use a Boit solution

Answer: A

NEW QUESTION 146

Universal Containers wants to create a report to show job applications with or without resumes. What considerations should the app builder be aware of when creating the custom report type?

- A. An app builder is unable to create custom report types for objects they do not have permissions for.

- B. Once the report type has been deployed it is unable to be deleted.
- C. A primary object selection is locked once the custom report type has been saved.
- D. When a custom or external object is deleted the report type and reports remain but cause an error when the report is run.

Answer: C

NEW QUESTION 147

DreamHouse Realty wants to make sure an Opportunity has a fieldExpected_Close_Date_c populated before it is allowed to enter the qualified stage. How should an app builder solution this request?

- A. Record Type
- B. Validation Rule
- C. Activity History
- D. Page Layout

Answer: B

NEW QUESTION 149

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 154

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 155

Manage at Universal Containers want a quick 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.

- A. Custom Global Quick Action
- B. Custom Global Quick Account.
- C. Custom action on Account
- D. Custom link on Account

Answer: B

NEW QUESTION 158

Accounts at Universal Containers are currently readable by all users but editable only by their owners. Management wants to designate some Accounts as VIP Accounts. Only Account owners should have read access to these VIP accounts.

Which two actions should an app builder take to meet the requirements? Choose 2 answers

- A. Implement a sharing rule.
- B. Configure a permission set.
- C. Set up an Account Team.
- D. Change organization-wide defaults.

Answer: AC

NEW QUESTION 160

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 161

Managers at UniversalContainers 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. A Create a custom action

Answer: D

NEW QUESTION 163

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 168

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 171

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 176

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 prebuild 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 180

Ursa Major Solar (UMS) is looking to hire some new employees. UMS wants to allow the same applicant to apply for multiple open positions using a single application.
What should an app builder recommend to meet these requirements?

- A. Create a master-detail relationship on Open_Position__c to Application__c
- B. Create a master-detail relationship held on Applicant__c to Application__c
- C. Create a master-detailrelationship field on Application__c to Open.Position__c
- D. Create a master-detail relationship field on Applicant__c to Apphcabon__c

Answer: A

NEW QUESTION 184

A production org includes custom objects containing confidential Information. A sandbox h needed that Includes data records, excludes all of the confidential objects, and can be refreshed weeklythe confidential objects, and can be refreshed weekly.
What steps should an App Builder take to meet these requirements?

- A. Create a Full Sandbox and use a sandbox template
- B. Create a Developer Pro Sandbox and schedule Data loader to download selected object data weekly.
- C. Create a Partial Copy Sandbox and use a sandbox template.
- D. Create a Developer Sandbox and schedule Data loader to download selected object data weekly.

Answer: C

NEW QUESTION 188

A sales rep at AW Computing is unable to find what they are looking for while scrolling through their Chatter feed. How can a filter be utilized to show only posts from their key account and opportunity records?

- A. Create a Chatter group.
- B. Create Chatter bookmarks
- C. Create a Chatter stream.
- D. Create a Chatter notification.

Answer: C

NEW QUESTION 191

Universal Containers generates leads from three different sources: web, trade shows, and partners. Some of the information collected is applicable to all sources, there is also information that is unique to each type of lead. What should an app builder configure to meet these requirements?

- A. Create three lead record types each with its own page layout containing the relevant fields
- B. Create a partner community and a record type for web and trade show leads
- C. Create three sections on the lead layout and instruct users to collapse the non-relevant fields
- D. Create custom page payouts for each type of lead only containing the relevant fields

Answer: C

NEW QUESTION 193

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 type with 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 type will need to be created for Galaxy__c with Star__c.

Answer: D

NEW QUESTION 196

Universal Containers has a new custom object for Invoices that includes an InvoiceNumber field. Before the Invoice object can be used, invoices will be migrated from 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 field 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 199

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 take 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 the Flow in the deployment

Answer: A

NEW QUESTION 201

Universal Containers uses a custom picklist called Account_Region__c on the Account object. The vice president of sales has asked that the value of this field is visible on Opportunities. How should an app builder create this solution?

- A. Lookup field
- B. Field-level security
- C. Field history tracking
- D. Cross-object formula field

Answer: C

NEW QUESTION 206

Universal Containers assigns system access via permission sets and permission set groups to ensure each user has proper access. One department with varying levels of support staff has five consistent permission sets they require in order to complete their duties. Some higher-level staff have additional permission sets that are only required for them. How should an app builder recommend assigning permission sets to users?

- A. Utilize the manage assignments button to assign a permission set group and additional individual permission sets to each user.

- B. Utilize the manage assignments button to assign each user with the same set of permission set groups and permission sets.
- C. Utilize the Data Import Wizard to mass update the desired users with their full list of permission sets and permission set groups.
- D. Utilize the Data Loader to mass update the desired users with their full list of permission sets and permission set groups.

Answer: A

NEW QUESTION 207

Service agents at Ursa Major Solar want a more condensed case view. Service agents also want to be able to modify the associated contact and account records from the case page layout on the Lightning record page.

Which two components should an app builder use to meet these requirements? Choose 2 answers

- A. Path
- B. Rich text
- C. Related record
- D. Tabs

Answer: CD

NEW QUESTION 212

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 213

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 216

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 219

Universal Containers uses Contracts for agreements with customers. A sales manager is required to provide approval for contracts and director approval for any contract over \$10,000.

Which two options should an app builder use to ensure all contracts route for the correct approval and also prevent the sales rep from making changes to the record while it is being approved?

Choose 2 answers

- A. Create an approval process on the Contract object with criteria set on a second approval step set as 'Amount__c > 10,000' and set the approver as director.
- B. Create an approval process on the Contract object and set the field for 'Next Automated Approver Determined By' as Manager'.
- C. Create a validation rule on the Contract object that prevents updates to the contract record while it is being reviewed.
- D. Create an approval process on the Contract object with one step for each sales manager that sets the approver as the director.

Answer: BD

NEW QUESTION 224

Cloud Kicks has a shipment date on each shipment that is sent out. Dispatchers need more details on the day and time the shipment was sent out. The app builder needs to change the current field type that is used from Date to Date/Time.

What should the app builder be aware of when it comes to data already in the system?

- A. The change will be instant
- B. Historical data will be updated to 12:00 timestamp.

- C. The field name will change.
- D. Data loss will be experienced.

Answer: D

NEW QUESTION 229

Cloud Kicks recently implemented the application lifecycle management process to its release management strategy. Which category handles bug fixes and simple changes?

- A. Patch
- B. Minor
- C. Major
- D. Rollback

Answer: A

NEW QUESTION 234

Ursa Major Solar (UMS) has a custom object where they track Galactic Vendors. The object has four custom fields for the Galactic Vendors's location:

Street (Street__c)

City (City__c)

Planet (Planet__c)

Galaxy (Galaxy__c)

The UMS's leadership wants these fields to be concatenated into a single formula field on two lines. Which formula fulfills this requirement?

A)

Street & BR() &
City & ", " & Planet & " " & Galaxy

B)

Street
City, Planet Galaxy

C)

Street__c & BR() &
City__c & ", " & Planet__c & " " & Galaxy__c

D)

Street__c
City__c, Planet__c Galaxy__c

- A. Option A
- B. Option B
- C. Option C
- D. Option D

Answer: C

NEW QUESTION 239

The appbuilder 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 242

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 246

Universal Containers require different fields to be filled out at each stage of the Opportunity sales 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. Define record types and page layouts for each stage.
- D. Add the Path component to the Lightning record page.

Answer: D

NEW QUESTION 250

The Service Manager provided the app builder with color code requirements for case age on open cases. New cases populate a green circle
Day-old cases populate a yellow circle
Three day-old cases populate a red circle
How should an app builder implement this requirement?

- A. Formula Field
- B. Quick Action
- C. Custom Button
- D. Lightning Web Component

Answer: A

NEW QUESTION 251

Cloud Kicks has a sales rep who is stating that their Contact is unavailable for other users to see within Salesforce.
In which three ways can an app builder troubleshoot this issue? Choose 3 answers

- A. Create an Account Sharing Rule to give the users access to all records.
- B. Confirm whether Default Organization-Wide Sharing Settings provide access to the Account.
- C. Review the Contact record and ensure it is linked to an Account.
- D. Verify the users with the issue have access to the Contact object.
- E. Create a new Contact and have the users try again.

Answer: BCD

NEW QUESTION 256

The Director of Marketing at Northern Trail Outfitters wants the app builder to create a formula field that tracks how many days have elapsed since a contact was sent a marketing communication. The director is only interested in whole units.
Which function should be used to return a date for calculating the difference?

- A. DATETIMEVALUE()
- B. TODAY()
- C. DATEVALUE()
- D. NOW()

Answer: B

NEW QUESTION 261

Sales reps at Universal Containers use Salesforce on their mobile devices. They want a way to add new contacts quickly and then follow up later to 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 Path and set pre-defined values

Answer: B

NEW QUESTION 264

An App Builder has been asked 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 268

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