

SL	Question	Right Answer
1	<p>Universal Containers would like to collaborate with its customers within salesforce, and has decided to enable the "Allow Customer Invitations" Chatter setting.</p> <p>What permission is granted to Customers when invited to Chatter Group?</p> <p>a) The ability to invite members to groups of which they are a member. b) The ability to @mention accounts of which they are a contact. c) The ability to request access to public groups. d) The ability to interact with members of their group.</p>	D
2	<p>Which statement is true when a new full sandbox is created?</p> <p>Choose 2 Ans</p> <p>a) User's email addresses will not be modified. b) Default email deliverability is set to system email only c) Chatter data will be copied to the sandbox by default. d) Usernames will be modified uniquely for the sandbox.</p>	B,D
3	<p>Universal containers has purchased a Lightning Component on the AppExchange. Where can that component be utilized.</p> <p>Choose 2 ans.</p> <p>A) Visual Workflow b) Salesforce1 Mobile App c) Lightning Process Builder d) Standalone Lightning App</p>	B,D
4	<p>Which Statement is true for embedding a Visualforce page in a Page Layout?</p> <p>Choose 2 ans.</p> <p>a) Visualforce pages on page layout have attributes for width and height. b) Visualforce pages can be placed anywhere in a page Layout. c) Visualforce pages can only be placed in a Visualforce section in a page layout. d) Visual force pages on a field set have attributes for width and height. e) Can be placed in a detail section.</p>	A,B
5	<p>Universal Containers needs a field on the Account to track how many Opportunities are closing within next 30 days.</p> <p>What can be used to accomplish this goal?</p> <p>A) Process Builder b) Apex Code c) Roll Up summary field d) Workflow Rule</p>	B

6	<p>Universal Containers has two teams: Sales and Services. Both teams interact with the same records. Sales users use ten fields on the Account Record. Services users use three of the same fields as the Sales team, but also have five of their own, which the sales team does not use.</p> <p>What is the minimum configuration necessary to meet this requirement?</p> <p>a) One Profile, two record types, one page layout. b) Two profiles, two record types, two page layouts. c) One Profile, One record Type, One page Layout. d) Two profiles, one record type, two page layouts.</p>	D
7	<p>The Director of the Customer Service wants to know when agents are overwhelmed with high-priority items in the support queue. The director wants to receive a notification when a new case is open with the status of "New" for more than four business.</p> <p>Which automation process could be used to accomplish this?</p> <p>Choose 2 ans</p> <p>a) Escalation Rules b) Visual workflow c) Lightning Process Builder d) Scheduled Apex.</p>	A,C
8	<p>Representatives at Universal Containers use Salesforce to record information for Leads. When new prospects are added, an outbound message is sent to SAP with Lead's information.</p> <p>Which automation process will accomplish this without writing any code?</p> <p>A) Create a process using Lightning Process Builder to send the outbound message. b) Create a workflow rule with an outbound message as the action. c) Use visual workflow to create a wizard that will send an outbound message. d) Design an Approval Process that sends an outbound message upon arrival.</p>	B
9	<p>A customer service representative at a call center would like to be able to collect information from customers using a series of question prompts.</p> <p>What could be used to accomplish this?</p> <p>a) Workflow Rules b) Visual Workflow c) Lightning Connect d) Lightning process builder.</p>	B

10	<p>Which use case can be accomplished using a custom link?</p> <p>Choose 3 ans</p> <ul style="list-style-type: none"> a) Navigate to a process to update the current record. b) Navigate to a custom Visual flow to update the current record. c) Navigate to an external system using data in salesforce. d) Navigate to an Apex Trigger to update the current record. e) Navigate to create a record page with fields pre-populated. 	B,C,E
11	<p>Universal Containers would like to embed a chart of all related Opportunities, by stage, on the Account detail page.</p> <p>Which type of report should the App Builder create to add to the Account page layout?</p> <ul style="list-style-type: none"> 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. 	A
12	<p>The VP of Sales at Universal Containers has requested Sales reps be given access to view all Account in Salesforce. However, they've also requested that sales reps only be allowed to create new Opportunities on Account they own.</p> <p>How can this requirement be met?</p> <ul style="list-style-type: none"> a) Create an Opportunity Validation Rule that compares the Opportunity and Account Owners. b) Create a new Opportunity Quick Action that validates Account Ownership. c) Set the Organization-Wide Defaults sharing on Opportunities to Private and recalculate sharing. d) Set the Organization-Wide Defaults sharing on Opportunities to Controlled by Parent. 	A
13	<p>At Universal Containers, multiple departments utilize the Case Object for the different purposes. Some users submit cases for IT and HR request. Other users provide customer support with case records.</p> <p>How can an App Builder enable different users to see different fields, based on the case type?</p> <ul style="list-style-type: none"> a) Create different case record types for IT, HR and Customer Support. Assign different page layouts to each record type by profile. b) Create different case field sets for IT, HR and Customer Support. Assign different field sets by profile. c) Create different case record types for IT, HR and Customer Support. Assign different page layouts to each record type by role. d) Create different case fields set for IT, HR, and Customer Support. Assign different fields sets by role. 	A

14	<p>Universal Containers has a requirement that an Opportunity should have a field showing the value of its associated account's billing state. This value should not change after the Opportunity has been created.</p> <p>What is the recommended solution to configure this automation behavior?</p> <p>a) Formula field b) Workflow c) Roll-up Summary field d) Apex</p>	B
15	<p>What is a true statement in regards to creating custom report types?</p> <p>A) When the primary object is a custom object and is deleted, then the report type and any reports created from it must be deleted manually. B) The detail object in a Master-Detail relationship cannot be added as a secondary object on a custom report type. c) Once a report type is saved with a standard or custom primary object, the primary object cannot be changed for that report type. d) Any object can be chosen unless the object is no visible to the person creating the report type through security settings.</p>	C
16	<p>An App builder has been asked to provide users a way to identify a contact's "Preferred contact Method" directly on the contact record. Users need to be able to identify whether a phone number or an email, is the contact's preferred communication method.</p> <p>which field type will allow the app builder to accomplish this with the fewest fields possible?</p> <p>a) Formula b) Checkboxes c) Picklist d) Email.</p>	C

17	<p>Universal Container manages internal projects by department using a custom object called project. Only employees in the project's respective department should have view access to all of the department's project records. If an employee changes job roles and moves to another department, the employee should no longer have access to the projects within their former department.</p> <p>How can these requirements be met, assuming the organization-wide default for projects is set to private?</p> <p>choose 2 ans</p> <p>a) Create a criteria based sharing rule using the projects department that grants access to users by permission set. b) Create a criteria based sharing rule using the projects department that grants access to users by roles. c) Create a criteria based sharing rule using the projects department that grants access to users by public groups. d) Create a criteria based sharing rule using the projects department that grants access to users by profiles.</p>	B,C
18	<p>In Order to delete opportunities, universal containers would like sales reps to submit request for approval from their sales manager.</p> <p>What can be used to meet these requirements?</p> <p>A) Two step approval process b) Approval process with Apex trigger c) Approval process with time dependent workflow action. d) Process builder with submit for approval action.</p>	B
19	<p>A custom object has a public reads only sharing setting that does not grant access using hierarchies. A dynamic sharing rule provides write access to the object to the global marketing public group if the record is marked as global. A user creates a new record and marks it as a global.</p> <p>Who will have write access to the record?</p> <p>a) The global marketing public group and anyone above the owner in the role hierarchy. b) The record owner and the global marketing public group. c) The global marketing public group, the record owner, and anyone above the owner in the role hierarchy. d) The record owner and anyone above the owner in the role hierarchy.</p>	B

20	<p>To synchronize account, orders, and shipments in real time, a developer has built a custom interface between an external and salesforce. Prior to deployment, the developer needs to confirm that interface can sustain the synching of thousands of records at a time.</p> <p>Which sandbox environment is recommended to complete performance and load testing?</p> <p>a) Partial Sandbox b) Full Sandbox c) Developer Sandbox d) Developer pro Sandbox</p>	B
21	<p>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.</p> <p>What options does the business user have to manually share individual records?</p> <p>Choose 3 ans</p> <p>a) Public Groups b) permission sets c) roles d) profiles e) users</p>	A,C,E
22	<p>What is a true statement regarding master - detail relationship?</p> <p>Choose 3 ans</p> <p>a) A master-detail relationship cannot be created if the custom object on the detail side already contains data. B) A master-detail relationship cannot be converted to a look-up relationship. c) Deleting a master record in a master detail relationship deletes all related detail records. d) Standard objects can be on the detail side of the custom object in a master-detail relationship. e) Master-detail relationship can convert to a look-up relationship if no roll-up summary field exist on the master object.</p>	A,C,E
23	<p>What is the capability of a schema builder?</p> <p>Choose 2 ans</p> <p>a) To update description of standard and custom objects. b) To modify custom field help text on standard objects. c) To create new look-up or master-detail object relationship. d) To enable field history tracking on standard objects.</p>	B,C

24	<p>What is the capability of schema Builder? Choose 2 ans</p> <p>A. Showing selected objects on the page. B. Editing custom settings. C. Viewing page layout in a new window. D. Creating a new record type.</p>	A,C
25	<p>The director of marketing has asked 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.</p> <p>Which function should be used to calculate the difference?</p> <p>a) Datevalue () b) Now() c) Date () d) Today()</p>	D
26	<p>Universal containers is importing 1000 records into Salesforce. They want to avoid any duplicate records from being created during the import.</p> <p>How can these requirements be met?</p> <p>A) Include a column in the import file that has either record names, Salesforce IDs, or external IDs that can be used to match records. b) When importing the file, select the "Prevent Duplicates" option on the last step of the Import Wizard and import the file. c) After importing all of the custom objects, run a duplicate check report, export the record to a CSV file, and run a mass delete to purge any duplicates. d) After importing all of the custom objects, review all records created and manually merge or delete and duplicate record.</p>	A
27	<p>Which type of relationship can be defined with external objects? Choose 2 ans</p> <p>A) Cross organizational look-up b) External look-up c) External Master-detail d) Indirect look-up</p>	B,D

28	<p>Universal Containers wants to streamline its data capture process by linking fields together. They wish to do this so that the available value on dependents fields are driven by value selected on controlling fields.</p> <p>Which consideration supports the stated requirements?</p> <p>Choose 3 ans</p> <ul style="list-style-type: none"> 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. 	B,C,E
29	<p>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.</p> <p>Which data type change will require the app builder to perform the additional steps in order to retain existing functionalities?</p> <ul style="list-style-type: none"> 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. 	C
30	<p>The VP of account management at Universal Containers has requested that all contacts mailing postal codes match the associated accounts shipping postal code.</p> <p>How can this be enforced using validation rules?</p> <ul style="list-style-type: none"> A) Create a validation rule using the distance() function. b) Create a validation rule using a compare operator c) Create a validation rule using the geolocation() function. d) Create a validation rule using a not equal operator. 	D
31	<p>Universal Containers sales reps can modify fields on an opportunity until it is closed. Only the sales operation team can modify the post closed follow-up dates and post closed follow-up comments fields.</p> <p>How can these requirements be met?</p> <ul style="list-style-type: none"> A) Use record types with field sets and restrict editing fields using field-level security. b) Use field-level security on page layouts to restrict editing fields. c) Use multiple record types, page layouts and profiles. d) Use field level security to mark fields as read only on the sales profile. 	C

32	<p>Universal container needs to update a field on an account when an opportunity stage is changed to closed lost.</p> <p>What can be used to accomplish this requirement?</p> <p>Choose 2 answers</p> <ul style="list-style-type: none"> a) Lightning process builder b) Approval process c) Assignment Rule d) Workflow Rule 	A,D
33	<p>The organization-wide default for a custom object is set to private. The superior profile grants view access to the same object. A user with the superior profile is also listed as the manager on the user detail record for a subordinate. However, the superior still cannot view records owned by the subordinate.</p> <p>What is preventing the superior from viewing records owned by the subordinate?</p> <p>Choose 2 answers.</p> <ul style="list-style-type: none"> a) Organization-wide settings for the custom object grant access to other user with the same role. b) The superior requires permission set in order to view the subordinate's records. c) The superior's role is not above the subordinate's role in the hierarchy. d) Organization-wide settings for the custom object does not grant access using hierarchy. 	C,D
34	<p>A custom field contains a feedback score which is on the scale of one to five. End users would like a visual indicator of one to five stars based on the number found in the feedback score custom field.</p> <p>How can this visual indicator be displayed?</p> <ul style="list-style-type: none"> a) Use a custom formula field. b) Use a custom image field. c) Use a custom number field. d) Use a custom text field. 	A
35	<p>What is the key consideration when using unmanaged packages?</p> <p>Choose 2 answers</p> <ul style="list-style-type: none"> a) A namespace is not required to create an unmanaged package. b) The person who created the unmanaged package can change or update installed components. c) The person who created the unmanaged package has no control over the installed components. d) A namespace is required to create an unmanaged package. 	A,C

36	<p>A sales manager would like to look at an account record and view charts of all of the related open opportunities,Closed/Won opportunities, and open cases.</p> <p>How many report charts can be added to the account page layout to meet this requirement?</p> <p>A) 3 b) 1 c) 4 d) 2</p>	D
37	<p>Universal Containers has deployed custom tabs through change sets, without including the profiles, to production (enterprise edition).</p> <p>Which statement is true in regards to the visibility of custom tabs?</p> <p>a) Custom tabs are exposed for all uses. b) Custom tabs are hidden for all users. c) Custom tabs are default off for all users. d) Custom tabs are default on for all users.</p>	B
38	<p>Which statement is true about converting a lead?</p> <p>Choose 3 answers</p> <p>a) The lead's most recent campaign record is automatically applied to the "PRIMARY campaign source" field on the opportunity. b) Users can convert leads that are associated with an active approval process. c) Multi-select picklist values on lead records overwrite values on the contact's corresponding field. d) Administrators may choose whether to enforce validation rules & Triggers. e) The system automatically maps standard lead fields to standard account, contact, and Opportunity Fields.</p>	A,D,E
39	<p>Which statement is true about an external id field?</p> <p>Choose 2 answers.</p> <p>a) The field must be unique since duplicates are not allowed within salesforce. b) The field can be unique based on the case-sensitive or case-insensitive values. c) The field must contain at least one number and at least one letter. d) The field contains unique records identifiers from a system outside of salesforce.</p>	B,D
40	<p>Which objects can be members of a campaign?</p> <p>Choose 2 answers</p> <p>a) Contact b) Account c) Opportunity d) Lead</p>	A,D

41	<p>Universal containers needs to flag leads with one or more business areas. They need to add a field to capture these to the leads records. There is no need to report on this field.</p> <p>What is the appropriate field type?</p> <p>A) Radio Buttons (Multi select) b) Picklist c) Text Area d) Picklist (multi-select)</p>	D
42	<p>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.</p> <p>Which option is available to an app builder to satisfy the requirement?</p> <p>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</p>	A
43	<p>An app builder wants to show groups as the last navigation menu item in the Salesforce1 mobile app. However, the app builder is not able to select groups as one of the items on the drop-down menu.</p> <p>What could cause this?</p> <p>a) Groups is showing up in the recent section and not in the navigation menu. b) Groups is not included in the selected list for the navigation menu. c) Groups is included in the smart search items but not on the navigation menu. d) Groups cannot be the last item in the navigation menu.</p>	B
44	<p>What is the true statement in regards to converting a tabular, summary, or matrix report to a joined report?</p> <p>Choose 3 answers.</p> <p>a) Joined report blocks are formatted as matrix reports. b) Bucket fields are not supported in joined reports. c) Cross filters are not supported in joined reports. d) The rows to display filter is not supported in Joined reports. e) Report formula fields are not supported in Joined reports.</p>	B,C,D

45	<p>When an opportunity close date is delayed by more than 60 days, the manager and the VP sales must approve the change.</p> <p>How can this requirement be met?</p> <p>Choose 2 answers.</p> <ul style="list-style-type: none"> a) Build an approval process that requires unanimous approval from the manager and VP of sales. b) Create a workflow rule that checks for close date less than 60 days and add an email alert. c) Create a lightning process builder flow that submits the record for an approval process. d) Build a validation rule that does not allow a user to save the opportunity record. 	A,C
46	<p>What is recommended to refresh a full sandbox?</p> <ul style="list-style-type: none"> a) After UAT sign-off. b) Whenever a new production used is added c) After a major production release. d) Within 3 hours of when it is needed. 	C
47	<p>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.</p> <p>What could be causing this?</p> <ul style="list-style-type: none"> 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. 	B
48	<p>Universal containers would like to automatically assign a specific permission set to new users.</p> <p>How can this requirement be met?</p> <p>Choose 2 answers</p> <ul style="list-style-type: none"> 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. 	B,C
49	<p>Which statement is true about field updates actions from workflow rules and approval processes?</p> <p>Choose 2 answers.</p> <ul style="list-style-type: none"> A) Field update with "Re-evaluate workflow rules" selected can cause a recursive loop if the updated field is included in a workflow. B) Field updates are not available on currency field if the Organization uses multi-currency. c) Field updates to records based on the workflow rules and approval processes do not trigger validation rules. 	A,C

	<p>d) Field updates are tracked in the history related list of a record regardless of whether or not History tracking is set for those fields.</p>	
50	<p>The VP of marketing wants to broadcast an email to 10,000 contacts in Salesforce on a regular basis, but realizes Salesforce's mass email functionality has a limitation on the number of emails that can be sent each day.</p> <p>A) Develop Apex code and Visualforce pages to send the emails. b) Download all contacts to a CSV file and use an email client to send the mails. c) Research and evaluate products available on AppExchange to send mass emails. d) Request Salesforce increase the number of maximum daily mails</p>	C
51	<p>The customer service team at Universal Containers uses a custom Project object to track their projects. An App Builder needs to create a relationship between the Project object and the related Client Account record. A private sharing model is in place for both Accounts and Projects.</p> <p>Which statement is true when creating an Account lookup field on the Project object?</p> <p>Choose 2 answers.</p> <p>a) The account lookup field on the Project record can be made optional. b) Cross-object field updates between the Project and Account records are not supported. c) Users can only delete Accounts if they have access to related Projects records. d) The Account record can include roll-up summary field with data from the Project records.</p>	A,B
52	<p>Sales representatives want to capture custom Feedback record details related to each Account. The sales reps want to accomplish this with minimal clicks on the Salesforce1 mobile application.</p> <p>What is the recommended solution to meet this requirement?</p> <p>Choose 2 answers.</p> <p>A) Create predefined values for most of the fields. b) Create global action on Account c) Create a Feedback object as a parent of Account. d) Create an object-specific action on Account.</p>	A,D

53	<p>Which statement is true when defining a Create custom action for the Contact object?</p> <p>Choose 2 answers</p> <ul style="list-style-type: none"> a) The create action will ignore field requirements. b) The create action can pre-define Contact field values. c) The create action allows a user to select a record Type. d) The create action will respect validation rules. 	B,D
54	<p>What may occur if workflow rules are re-evaluated after a field change by a field update?</p> <p>Choose 2 answers</p> <ul style="list-style-type: none"> a) A recursive loop potentially results in exceeding organizational limits. b) Cross-object workflow rules result in re-evaluation after field change. c) Workflow rules trigger validation rules on the field updates. d) Workflow rules trigger more workflow rules to be re-evaluated. 	A,D
55	<p>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</p> <p>How can these requirement be met?</p> <ul style="list-style-type: none"> 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. 	C
56	<p>Universal containers would like to use a chatter group for their mergers and acquisition team to collaborate on potential new projects. This group should not be visible for non-members to see or join, and can be accessed by invite only.</p> <p>Which chatter Group type should the App Builder recommend?</p> <ul style="list-style-type: none"> a) Member Group. b) Unlisted Group. c) Public Group d) Private Group 	B

57	<p>Which capability allows an app builder to grant object-level access?</p> <p>Choose 2 answers</p> <p>a) Assigning a user a Profile that allows Read access to an object. B) Assigning a user a Public Group that allows for Read and Edit access to an object. C) Assigning a user a Permission Set that allows Read and Edit access to an object. d) Assigning a user a Role that allows Read access to an object.</p>	A,C
58	<p>When configuring a record type, an App Builder can configure the available value of a picklist field for the page layout. Which Opportunity standard field is available to be configured directly in the Opportunity record type?</p> <p>Choose 2 answers.</p> <p>A) Forecast Category b) Lead Source c) Type d) Stage</p>	B,C
59	<p>Universal Containers has created the custom objects Candidate and Interview in Salesforce to track candidates and interviews respectively. The company wants to track the total number of interviews a candidate has gone through on the candidate record without writing any code.</p> <p>How can app builder accomplish this requirements?</p> <p>choose 2 answers</p> <p>a) Use a roll-up summary field on the candidate record to show the total number of interviews. b) Use a master-detail relationship between the Candidate and the Interview objects. c) Use a lookup relationship between the candidate and Interview objects. d) Use a formula field on the candidate record to show the total number of interview.</p>	A,B
60	<p>What type of field can be referenced by a Roll-up summary field using SUM?</p> <p>Choose 3 answers</p> <p>a) Formula b) Currency c) Number d) Percent e) Date</p>	B,C,D

61	<p>Universal Containers provides access to salesforce for their sales, service and marketing teams. Management wants to ensure that when users log in, their homes tab provides access to links and documentation that are specifically relevant to their job function.</p> <p>How can this requirement be met?</p> <p>a) Create separate home page custom components and layouts; assign to users by role.</p> <p>b) Create separate home page custom components and layouts; assign to users by profile.</p> <p>c) Expose specific elements within a home page custom component determined by role.</p> <p>d) Expose specific elements within a home page custom components determined by profile</p>	B
62	<p>Which two rules can be Configured for the Opportunity Object?</p> <p>Choose 2 answers</p> <p>a) Escalation Rules</p> <p>b) Workflow Rule</p> <p>c) Validation Rule</p> <p>d) Assignment Rule</p>	B,C
63	<p>Universal Containers would like to optimize routes for its travelling service personnel.</p> <p>What is the recommended solution to meet this requirement?</p> <p>A) Use Geolocation fields with the DISTAND and GEOLOCAITON formulas</p> <p>b) Use an AppExchange partner Product</p> <p>c) Configure Territory Hierarchy and rules for routes based on Territory.</p> <p>d) Configure routing options in a custom object.</p>	B
64	<p>Universal Containers Needs to send an outbound message to an external system when a record has been updated.</p> <p>What is the recommended feature to meet this requirement.</p> <p>a) Workflow</p> <p>b) Process Builder</p> <p>c) Visual Workflow</p> <p>d) Lightning Connect</p>	A
65	<p>Which feature can an App Builder use to automatically assign cases that have been open longer than 3 days to the next support tier?</p> <p>A) Case Auto Response Rules</p> <p>b) Case Assignment Rules</p> <p>c) Case Escalation Rules</p> <p>d) Case Business Rules</p>	C

66	<p>A New custom object called Invoices needs to have an Invoice date for the date and time it was invoiced.</p> <p>What field type should be selected for this?</p> <p>a) Date/Time b) Time c) Date d) Date/Timestamp</p>	A
67	<p>Universal Containers stores Invoices in SAP. Users want to view Invoice data on the related Account Records in Salesforce.</p> <p>Which two actions will satisfy this requirement?</p> <p>Choose 2 answers</p> <p>a) Connect to an Odata Publisher Service for SAP Database. b) Create a custom Invoice object and connect to SAP using Data Loader. c) Use SAP data export functions to load data directly into Salesforce. d) Create an external object connected to an Invoice table in SAP.</p>	A,D
68	<p>A Manager wants to calculate the number of days since an account was last contacted through email.</p> <p>Which field type should be used to accomplish this?</p> <p>a) Roll-Up summary b) Formula c) Date d) Number</p>	B
69	<p>Which three statements are true about Master-Detail relationships?</p> <p>Choose 3 answers</p> <p>a) Master-Detail relationships can convert to a lookup relationship if no roll-up summary fields exist on the master object. b) Master-Detail relationships cannot be converted to a look-up relationship. c) Standard objects can be on the detail side of a custom object in a master-Detail relationship. d) A master-Detail relationship cannot be created if the custom object on the detail side already contains data. e) deleting a master record in a master-Detail relationship deletes all related details records.</p>	A,D,E

70	<p>The marketing team at Universal Containers has a list of 400 leads they would like to upload to Salesforce. They need to avoid creating duplicate records.</p> <p>Which two actions should be taken to meet this requirement? Choose 2 answers.</p> <p>A) Use Data Loader's update function to import leads and match to existing records based on email-address. b) Enable Duplicate Matching in the Data Management section in setup and activate the Lead-toLead scenario. c) Upload the lead list using the Import wizard and select a matching type to prevent duplicate lead creation. d) Create a Lead Matching Rule and corresponding Duplicate Rule to block newly created duplicate leads.</p>	C,D
71	<p>Which two are capabilities of Schema builder</p> <p>Choose 2 answers</p> <p>a) Showing selected objects on a page. b) Viewing page layouts in a new window. c) Creating a new record type d) Editing custom settings.</p>	A,B
72	<p>The CRM Manager at Universal Containers has requested that a custom text field be converted to a picklist in order to promote better data hygiene.</p> <p>Which two actions should be considered before changing the field type?</p> <p>Choose two answers.</p> <p>A) All data should be backed up before converting a text field b) Existing list views that reference the field may be deleted. c) Changing a field type will remove existing field history. d) Field references will be removed in Visualforce pages.</p>	A,B
73	<p>The training team at universal containers uses a custom Training object to track their customer trainings. An App Builder needs to create a relationship between the Training object and the related Student's record. A private sharing model is in place for both Students and Training.</p> <p>Which two statements are true when creating a Student lookup field on the Training object? Choose 2 answers.</p> <p>a) On Training record, the Student Lookup field can be made optional. b) On Student record, users can set up Roll-up summary field on Training records. c) On Training record, users can only delete Students, if they have access to it. d) Cross-object field updates between Training and Student records are not supported.</p>	A,D

74	<p>Which two are considerations for importing data into Salesforce?</p> <p>Choose 2 answers.</p> <p>A) The data must contain at least one number and at least one letter.</p> <p>B) Text fields marked as External Id may be used as foreign keys if Salesforce IDs are not known.</p> <p>C) The existing values in Salesforce cannot be overwritten.</p> <p>d) The ID field must be unique as duplicates are not allowed.</p>	B,D
75	<p><i>What should be done to provide managers access to records of which they are not the owner in a private sharing Model?</i></p> <p><i>A) Define a Role Hierarchy and use the Grant Access using Hierarchies option.</i></p> <p><i>B) Set the manager field for each user record on the Manager's team.</i></p> <p><i>c) Create a manager profile and select the "View My Teams Data" option.</i></p> <p><i>d) Create a Manager permission set and select the "View All Data" option.</i></p>	D
76	<p>Universal Containers wants their 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.</p> <p>How can this be accomplished?</p> <p>a) Set the Organization-Wide Default to Private for accounts. Create criteria-based sharing rules for each Marketing Team, and create an Inside Sales Team profile with the "View All" setting for accounts.</p> <p>b) Set the Organization-Wide Default to Public for accounts. Create criteria-based sharing rules for each Marketing Team, and create an Inside Sales Team Permission set with the "View All" setting for accounts.</p> <p>b) Set the Organization-Wide Default to Public for accounts. Create profiles for each Marketing Team, and create an Inside Sales Team Role that is at the top of the Role Hierarchy.</p> <p>d) Set the Organization-Wide Default to Private for accounts. Create permission sets for each Marketing Team, and create an Inside Sales Team Profile with the "View All" setting for accounts.</p>	A
77	<p>A custom field on an Account is used to track finance information about a customer. Only members of the Finance Team have access to this field. However, the business wants to allow one customer service agent, who is assigned the customer service profile, read-only access to this field for special circumstances.</p> <p>What is the recommended solution to grant the customer service agent access to the field?</p> <p>a) Create a permission set that allows read-only access to the field via Field Level security and assign it to the agent.</p> <p>b) Update the Customer Service Profile already assigned to the agent to allow for read-only access to the field via Field Level Security.</p> <p>c) Update the custom field's field Level Security in setup to allow the agent read-only access to the field.</p> <p>d) Create a new profile to allow for read-only access to the field via Field Level Security and assign it to the agent.</p>	A

78	<p>Universal Containers uses a custom object called candidates to track information about people who are being recruited for jobs within the company. When an employee refers a recruiting candidate, that employee should have access to the Candidate record; however, only HR users should be able to view, edit, and report on the Salary field.</p> <p>Which action should be recommended for controlling who can view the salary field?</p> <ul style="list-style-type: none"> a) Restrict access to the "Salary" field for general employee users using custom sharing settings. b) Create and assign separate Candidate page layouts for general employee users and HR users. c) Restrict access to the "Salary" field for general employee users using field-level security. d) Create and assign separate Candidate record types for general employee users and HR users. 	C
79	<p>Universal Containers uses a private Account sharing model. They have a Process Improvement team with representatives from multiple departments that needs to view all accounts that have been flagged as problem accounts.</p> <p>How should this team be granted access to the records?</p> <ul style="list-style-type: none"> a) Use a record owner sharing rule that is shared with the Process Improvement role. b) Use a criteria-based sharing rule where the accounts are shared with the Process Improvement public group. c) use a record owner sharing rule that is shared with the Process Improvement public group. d) Write a trigger to use Apex managed Sharing to grant access with the Process Improvement team. 	B
80	<p>Universal Containers uses a private Sharing model for Opportunities. This model cannot be changed due to a regional structure. A new sales operations team has been created. This team needs to perform analysis on Opportunity data, and should have read and write access to all Opportunities.</p> <p>Which two are recommended solutions for the App builder to give users appropriate access? Choose 2 answers.</p> <ul style="list-style-type: none"> a) Create a criteria-based sharing rule to share all opportunities with the sales operations public group. b) Add a manual share for all opportunities with each user on the sales operations team. c) Create a criteria-based sharing rule to share all opportunities with the sales operations private group. d) Add a permission set with "View All" and "Modify All" opportunity permissions enabled. 	A,D

81	<p>What is a use case for validation rules?</p> <p>A) Prevent non-managers from joining a private Chatter Group. B) Restrict partner Lead visibility to the channel sales team. C) Prevent deals with less than a 10% discount from entering an approval process. D) Ensure Zip/Postal codes are entered in the correct format.</p>	D
82	<p>Which two statements are true regarding roll-up summary fields? Choose 2 answers</p> <p>a) Roll-up summary fields can only be created on the master side of a master-detail relationship. b) The roll-up summary fields inherits the field-level security of the child object. c) Changes to the value of a roll-up summary field can trigger assignment rules to run. d) Multi-select picklist fields can be used in the field column of roll-up summary filters.</p>	A,C
83	<p>Universal Containers would like to show different picklist values to different groups of users in a custom picklist field.</p> <p>What should be configured?</p> <p>A) Permission sets b) Field-level security c) Page Layouts d) Record Types</p>	D
84	<p>Universal Containers VP of Account Management would like to automatically schedule follow-up tasks at 30-, 60- and 90-day intervals from when an opportunity is Closed Won,</p> <p>Which two will help accomplish this task using Salesforce automation? Choose 2 answers.</p> <p>a) Create an opportunity Quick Action that automatically runs when the Opportunity stage is set to Closed Won that creates task records. b) Create a flow trigger that runs when the Opportunity stage is set to Closed Won that has record create elements that create task records. c) Create processes that are triggered when the Opportunity stage is set to Closed Won that have actions that create task records. d) Create a workflow rule that runs when the Opportunity stage is set to Closed Won that has time-dependent actions that create task records.</p>	C,D

85	<p>Universal Containers CFO has asked that all deals with more than 40% discount get automatically sent to the VP of Finance. He will review these deals without the sales rep needing to take action.</p> <p>Which two ways can this be accomplished without building code? Choose two answers</p> <p>a) Create a new process with a submit for approval action to automatically submit deals for approval. b) Launch a new approval process that has automatic submission enabled as an initial submission action. c) Launch a flow that uses the submit for approval action to submit deals for approval. d) Create a new approval process that has automatic submission enabled in the entry criteria.</p>	A,C
86	<p>Universal Containers wants to automate a business process using workflow. They are aware that workflow rules may cause recursive behavior, and as a result certain actions will only cause workflow rules that didn't fire previously to be retriggered</p> <p>Which workflow action might cause this behavior?</p> <p>a) Workflow Emails containing hard-coded links with Salesforce IDs referencing specific workflow rules. b) Workflow Outbound Messages with the "Protected Component" field selected. c) Workflow Tasks where the "Due Date" field is set to "Rule Trigger Date" minus X Days. d) Workflow Field updates with the "Re-evaluate Workflow Rules After Field Change" field selected.</p>	D
87	<p>The VP of Sales at Universal Containers wants to have a set of screens to guide the inside sales team through collecting and updating data for leads.</p> <p>How can this App Builder accomplish this?</p> <p>A) Salesforce Connect b) Visual workflow c) Process builder d) Workflow</p>	B
88	<p>Universal Containers needs to update a field on an Account when an Opportunity stage is changed to Closed Lost.</p> <p>Which two should be used to accomplish this requirement? Choose 2 answers</p> <p>a) Assignment Rule b) Process Builder c) Workflow Rule d) Approval Process.</p>	B,C

89	<p>Which three Salesforce functionalities are ignored when processing field updates in workflow rules and approval processes? Choose 3 answers</p> <p>a) Decimal places and Character limits b) Field-level security c) Record type picklist value assignments d) Multiple currencies e) Validation rules</p>	B,C,E
90	<p>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.</p> <p>Which two can satisfy this requirement? Choose 2 answers.</p> <p>a) Use a process and Apex code. b) use a flow and an outbound message. c) Use a workflow rule and an outbound message. d) Use a process and an outbound message.</p>	A,C
91	<p>An App builder would like to streamline the user experience by reflecting summarized calculations of specific fields on various objects.</p> <p>Which three field types could be used in roll-up summary fields to accomplish this? Choose 3 answers.</p> <p>A) Currency b) Date c) Time d) Checkbox e) Percent</p>	A,B,E
92	<p>An App builder creates an Account validation rule on the Industry field that will throw an error if the length of the field is longer than 6 characters. Another App Builder creates a workflow rule with a field update that sets the Industry field to Technology whenever the billing City field is set to San Francisco.</p> <p>What will happen the next time a sales person saves an Account with a Billing city of San Francisco?</p> <p>a) The record will save but the Industry field will not change to Technology. b) The record will save and the Industry field will change to Technology. c) The record will not save and no error message will be displayed. d) The record will not save and the validation rule's error message will be displayed.</p>	B

93	<p>Universal Containers has two types of customer support processes: Platinum and Diamond. The App builder created separate record types for each process on the case object. The customer support team should not be able to create new cases with the Diamond record type.</p> <p>How can this requirement be met?</p> <p>a) Make the record type hidden to all users and then use sharing rules to share it. b) Update the Organization-wide defaults to private. c) Remove the ability for the support team to create new case records. d) Update the profile to remove the Diamond record type from the support team.</p>	D
94	<p>The VP of Sales has requested that Account Site Information should be visible on all Opportunity records.</p> <p>What is the recommended solution to meet this requirement?</p> <p>a) Roll-up summary field. b) Cross-object formula field. c) Process builder d) workflow rule</p>	B
95	<p>Universal Containers uses a custom object to track expense reports. They would like to automatically post updates on a record's feed whenever an expense report has been approved.</p> <p>Which social feature can be used to accomplish this?</p> <p>a) Feed tracking b) Feed Quick Action c) Auto-response rule d) Approval process</p>	A
96	<p>Universal Containers sells to three different types of organizations: Partner, Enterprise, and Small Business. Some of the information collected about each organization overlaps; however, there are also unique attributes to each type of organization that need to be tracked, some of which are required.</p> <p>What solution meets these requirements?</p> <p>a) Three custom objects for the three organization types, each with custom fields that pertain to that type of Organization. b) A partner Community for partner organization records, and two lead record types for Enterprise and Small Business organizations. c) Three Account record types, each with its own page layout to display the relevant fields for that type of organization. d) Three different sections on an Account page layout, with each section displaying the relevant fields for that organization.</p>	C

97	<p>An App Builder at Universal Containers would like to prevent users from creating new records on an Account related list by overriding standard buttons.</p> <p>Which two should the App Builder consider before overriding standard buttons? Choose 2 answers</p> <p>a) Standard buttons can be overridden, relocated on the detail page, and relabeled. b) Standard buttons can be changed on lookup dialogs, list views and search result layouts. c) Standard buttons can be overridden with a Visualforce page. d) Standard buttons that are not available for overrides can still be hidden on page layouts.</p>	C,D
98	<p>Which two are a capability of record types? Choose 2 answers</p> <p>a) Displaying different field labels b) Filtering picklist values. c) Having multiple record types on one record. d) Displaying different page layouts.</p>	B,D
99	<p>In Salesforce classic, which two statements are true for embedding a Visualforce page in a page layout? Choose 2 answers</p> <p>a) Visualforce pages can only be placed in the Visualforce section in a page layout. b) Visualforce pages can be placed in the details section of a page layout. c) Visualforce pages on a field set have attributes for width and height. d) Visualforce pages on a page layout have attributes for width and height.</p>	B,D
100	<p>Which three standard component types are available in the Lightning App Builder? Choose 3 answers</p> <p>a) Plain text b) Filter list c) Report details d) Rich text e) Recent Items</p>	B,D,E
101	<p>A business user wants a quick way to edit a record's status and enter a custom due date field from the record's feed in Salesforce1 mobile.</p> <p>What could be used to accomplish this?</p> <p>A) Custom quick access link b) Custom URL formula field c) Custom button d) Custom action</p>	D

102	<p>In Salesforce classic, universal Containers provides access to salesforce for their Customer Support and Sales Operations teams. Management wants to ensure that when users log in, their home tab provides access to links and documentation that are specifically relevant to their team's function.</p> <p>How can this requierment be met?</p> <p>a) Create three home page custom components and three layouts; assign users by profile. b) Create three home page custom components and three layouts; assign users by team. c) Create two home page custom components and three layouts; assign users by profile. d) Create two home page custom components and three layouts; assign users by team.</p>	C
103	<p>At Universal Containers, multiple departments utilize the case object for different purposes. Some users submit cases while other users provide customer support with case records.</p> <p>What is the minimum required configuration for an App Builder to enable different users to see different fields, based on the case type?</p> <p>a) Record Types, Page Layouts, Permission Sets and Profiles. b) Record Types, Page Layouts, Case Teams and Profiles. c) Record Types, Page Layouts, Support Process and Profiles. d) Record Types, Page Layouts, Field sets and Profiles</p>	A
104	<p>Which two statements are true when Managing access to reports and dashboards Choose 2 answers</p> <p>a) Users with the "Manage Public Reports" and "Create and Customize Reports" permissions can create custom reports that all users can view. B) Users that want to grant access to personal folders can manually share a personal folder with a user or Public group. c) Users must have certain permissions to access public, hidden, or shared folders. d) Users with the "Manage Public Reports" permission can organize reports by creating custom report folders and sending invitations to users to access to them.</p>	A,D
105	<p>What is a true statement when deleting a dashboard?</p> <p>A) Deleting a dashboard also deletes the components within it as well as the custom reports used by the Component. B) Deleting a dashboard also deletes the components within it. It does not delete the custom reports used by the components. c) Deleting a dashboard does not move the dashboard to the recycle bin and therefore the dashboard cannot be recovered. d) Deleting a dashboard requires a users to first edit the components to remove the underlying reports.</p>	B

106	<p>Which two report formats can be used as a source report to configure a reporting snapshot? Choose 2 answers.</p> <p>A) Tabular format. B) Joined format c) Summary format d) Matrix format</p>	A,C
107	<p>Which two statements are true regarding compact layouts in Salesforce1 mobile applications? Choose 2 answers</p> <p>a) The compact layout assignment is based on the user profile. b) The compact layout is configured from the page layout. c) The compact layout appears in the object's record highlights areas. d) The compact layout assignment is based on the record type.</p>	C,D
108	<p>Which two are key differences between the Salesforce1 mobile app's compact layout and the web app's compact layout? Choose 2 answers</p> <p>a) The compact layout in the web app determines fields on the record highlights area in Salesforce1. b) Fields hidden for profiles show up on Salesforce1 compact layout for the record highlight section. c) The Compact layout in the web app determines what fields show up on the Chatter feed item. d) Only the first four fields of the Salesforce1 compact layout show up on the record highlight section.</p>	A,D
109	<p>Which two options are available to an App builder when defining an object-specific Create Record custom action? Choose 2 answers</p> <p>a) Specifying the fields and layouts of the action. b) Redirecting the end user to the detail page of the target object. c) Allowing the end user to choose the record type. d) Pre-defining field values on the target object.</p>	A,D
110	<p>What sandbox type allows for the use of a sandbox template?</p> <p>A) Partial Sandbox b) Developer Sandbox c) Developer Pro Sandbox d) Config Sandbox</p>	A

111	<p>Which two should be considered when creating unmanaged packages? Choose 2 answers</p> <p>a) Migrating of Components from sandbox to production. - should not happen for unmanaged package b) Publishing an Application for sale on the AppExchange. c) Distributing open-source projects on the AppExchange. d) Deploying from a Developer Edition environment.</p>	C,D
112	<p>Which two metadata changes can be made directly in the production environment without deploying from a sandbox? Choose 2 answers.</p> <p>a) Apex triggers. b) Visualforce pages c) Validation rules d) Apex classes.</p>	B,C
113	<p>Universal Containers wants to test code against a subset of production data that is under 5 GB. Additionally, Universal Containers would like to refresh this sandbox every weekend.</p> <p>What type of sandbox should be used to accomplish this?</p> <p>a) Partial Copy b) developer pro c) Full d) Developer</p>	A
114	<p>Universal Containers has deployed custom tabs to Production via change sets, without including the profiles settings.</p> <p>Which statement is true about the visibility of custom tabs in Enterprise Edition?</p> <p>A) Custom tabs are hidden for all users. B) Custom tabs are not deployed. c) Custom tabs are default on for all users. d) Custom tabs are default off for all users.</p>	A
115	<p>Which deployment tools could you use to deploy metadata from one organization to another organization? (Choose 2)</p> <p>Select one or more:</p> <p>a. Force.com IDE b. Change sets c. Force.com Dataloader d. Unmanaged Packages</p>	A,B

116	<p>17. Which two features can extend record access beyond the organization-wide defaults? Choose 2 answers</p> <ul style="list-style-type: none"> a. Dynamic role hierarchy b. Criteria-based sharing rules c. Owner-based sharing rules d. Public or private groups 	B,C
117	<p>32. Which two statements are true about record types? Choose 2 ans</p> <ul style="list-style-type: none"> a. They can be used to control user role hierarchy b. They allow different picklist values for all picklist fields c. They allow different page layouts and mandatory fields d. They can be enabled by profile and permission set. 	B,D
118	<p>36. 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 ans.</p> <ul style="list-style-type: none"> a. Update the account search layouts list view filter settings b. Update the account search layouts search results columns displayed c. Update the account search layouts search filter fields d. Update the account search layouts accounts tab columns displayed 	B,C
119	<p>43. Which two features can be used to allow users to access Visual Workflows? Choose 2 ans</p> <ul style="list-style-type: none"> a. Custom Button b. Invoked by a Process c. Visual Workflow Launcher d. Quick action 	A,D
120	<p>50. Which two solutions prevent a formula field from being referenced by a Roll-up summary field? Choose 2 ans</p> <ul style="list-style-type: none"> a. A cross-object workflow updating a field's reference 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 	B,D
121	<p>Which values must be defined when creating a new opportunity stage? choose 3</p> <ul style="list-style-type: none"> A. Amount. B. Type. C. Probability. D. Forecast Category. E. Close date. 	B,C,D

122	<p>what type of field can be used to filter a report chart that has been added to a page layout?</p> <p>A. Standard field. B. Matching ID field. C. Formula field. D. Name field.</p>	B
123	<p>what is a section of the lightning App builder tool? Choose 3 ans</p> <p>A. Mobile card. B. Canvas C. Mini page layout. D. Components E. Selected publisher actions.</p>	B,D,E
124	<p>Universal Containers wants to standardize their business logic. They want to ensure that the workflow order is guaranteed to be the same each time. Which feature can be used to accomplish this? Choose 2 answers</p> <p>A. Lightning Process Builder B. Workflow C. Chatter Actions D. Visual Workflow</p>	A,D
125	<p>Universal Containers has a junction object called Invoices with a primary Master-Detail relationship with Accounts and a secondary Master-Detail relationship with Contacts. The app builder has a requirement to change the primary Master-Detail relationship to Lookup. What happens to the Master-Detail relationship with Contacts?</p> <p>A. The Contacts Master-Detail values are cleared from invoices. B. The Contacts Master-Detail also converts to Lookup. C. The Contacts Master-Detail field is deleted from the object. D. The Contacts Master-Detail becomes the primary.</p>	D
126	<p>Where can a custom button be placed? Choose 3 answers</p> <p>A. On the User Object B. On the Custom List View C. On a Person Account D. On a related list E. On a Web-to-Case form</p>	B,C,D
127	<p>Universal Containers has separated business requirements for consumer and Business Opportunities. The sales team work with both types of Opportunities. The app builder created two record types on the Opportunity Object. Which action can now be performed? Choose 2 answers</p> <p>A. Prevent access to secure data fields by sales process. B. Specify a different page layout by sales process. C. Enable field validation by sales process. D. Create unique Opportunity stages by sales process.</p>	B,C

128	<p>What is the capability of sandbox templates? Choose 2 answers</p> <p>A. Create a Partial Copy sandbox from a Partial Copy sandboxes environment.</p> <p>B. Specify the object whose data should be replicated in a Partial Copy sandbox environment.</p> <p>C. Specify the data range for data being replicated in a Partial Copy sandbox environment.</p> <p>D. Save a template for re-use when creating a Partial Copy sandbox environment.</p>	B,D
129	<p>User at Universal Containers need to be able to quickly create a contact record from the Account record's Chatter feed. How should the App Builder enable the functionality?</p> <p>A. By creating a custom "Create a Record" Action on the Account.</p> <p>B. By creating a custom "Detail Page" Button on the Account.</p> <p>C. By creating a custom "Detail Page" Button on the Contact.</p> <p>D. By creating a custom "Create a Record" Action on the Contact.</p>	A
130	<p>An App Builder is loading the data into salesforce. To link the new records back to the legacy system, a field will be used to track the legacy ID on the account object. For future data loads this ID will be used when upserting records. Which field attribute should be selected?</p> <p>Choose 2 answers</p> <p>A. Unique</p> <p>B. Required</p> <p>C. External ID</p> <p>D. Text(encrypted)</p>	A,C
131	<p>Universal Containers is rolling out a new customer service process. Customer service managers will need to edit cases for their subordinates, but not cases for other groups. Managers and users should be able to view all cases. What is the recommended solution to configure this?</p> <p>Choose 2 answers</p> <p>A. Create standard role hierarchies.</p> <p>B. Set organization-wide sharing defaults to public read/only.</p> <p>C. Create criteria-based sharing rules.</p> <p>D. Set organization-wide sharing defaults to private.</p>	A,B
132	<p>What should be done to provide managers access to records of which they are not the owner in a private sharing model?</p> <p>A. Create a Manager permission set and select the "View All Data" option.</p> <p>B. Create a Manager profile and select the "View My Teams Data" option.</p> <p>C. Define a Role Hierarchy and use the Grant Access Using Hierarchies option.</p> <p>D. Set the Manger field for each User Record on the Manager's team.</p>	A
133	<p>Universal Containers uses a custom object to track Site Visits. When the status of a Site Visit is changed from "In Progress" to "On Hold", the business wants the Site visit owner to be automatically assigned to an "On Hold" queue. Which capability can be used to accomplish this?</p> <p>A. Apex Trigger</p> <p>B. Action</p> <p>C. Assignment Rule</p> <p>D. Visual Workflow</p>	A

134	<p>When a user creates an Account report, the user does not see Industry as an available field in the report builder. However, this same user is able to see it in the Account page layout. What scenario would cause this?</p> <p>A. The user uses a custom report type which does not include the Industry field. B. The Industry field has no record values in the Account. C. The Industry field is not enabled for the particular record type. D. The user does not have Industry field visibility in the field – level security.</p>	A
135	<p>Which setting is available to customize Salesforce1 mobile app for branding? Choose 3 answers</p> <p>A. Header and search bar color. B. The image on loading page. C. Background color on loading page. D. Notification and search icon. E. Action bar color.</p>	A,B,C
136	<p>A divisional manager wants to add a chart into a page layout Which report format can be used as the source report to accomplish this? Choose 2 answers.</p> <p>A. Matrix format with a chart. B. Joined format with a chart. C. Tabular format with a chart. D. Summary format with a chart</p>	A,D
137	<p>What is a use case for approval processes? Choose 2 answers.</p> <p>A. Approve expense reports automatically when less than \$50. B. Update the PTO record field with the user's manager. C. Require the CFO to review the salary range for all job offers. D. Ensure an opportunity that has at least one product added.</p>	A,C
138	<p>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</p> <p>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")</p>	B,D

139	<p>Universal Containers wants to provide a different view for its users when they access an Account record in Salesforce1 instead of the standard web version.</p> <p>How can this be accomplished? Choose 2 answers</p> <p>A. By adding a mobile layout and assigning it to a profile.</p> <p>B. By adding quick actions in the publisher section.</p> <p>C. By adding actions in the Salesforce1 action bar section.</p> <p>D. By adding Visualforce page to the mobile cards section.</p>	A,B
140	<p>A custom object named Assignment has a private sharing setting that grants access using hierarchies. The organization has a role hierarchy where the "Specialist" role reports to a "Manager" role which reports to a "Director" role. The director role is at the top of the role hierarchy. A user who is the manager role creates a new Assignment record. Who can send this record?</p> <p>A. The record owner and the directors in their hierarchy.</p> <p>B. The record owner and those above the specialist role in their hierarchy.</p> <p>C. The record owner and the managers in their hierarchy.</p> <p>D. The record owner and the specialists in their hierarchy.</p>	A
141	<p>The App Builder at Universal Containers has been asked to ensure that the Amount field is populated when the stage is set to Closed Won. What can be used to meet this requirement?</p> <p>A. Validation Rule</p> <p>B. Lightning Process Builder</p> <p>C. Workflow</p> <p>D. Approval Process</p>	A
142	<p>A junction object has two Master-Detail relationships. What happens to a junction object record when either associated master record is deleted?</p> <p>A. The record is deleted and placed in the recycle bin.</p> <p>B. The master record can't be deleted if it has a child record.</p> <p>C. The look-up field on the junction object record is cleared.</p> <p>D. The record is permanently deleted and can't be restored.</p>	A
143	<p>Universal Containers needs the ability to generate contract documents. All the data required for a contract resides in a custom object. What is the recommended solution?</p> <p>A. Enable the contract feature and create a custom Contract template based on the Standard template.</p> <p>B. Store a template in the static resources and configure the Action Link Template to use it.</p> <p>C. Create the HTML template for contracts and store it in the Public Folder.</p> <p>D. Select and install an AppExchange product to meet the contract generation needs.</p>	D
144	<p>Universal Container needs to add an additional recipient to a workflow email alert that is fired from the case object. What type of field could be added to the case object to allow the additional desired recipient on the email alert?</p> <p>Choose 2 Answers</p> <p>A. Formula field</p> <p>B. Email field</p> <p>C. Text field</p> <p>D. Lookup field</p>	B,C

145	<p>An app builder has created a report for sales people to view records from the custom object, some users have complained that they are unable to see all of the appropriate records. What steps should be taken to ensure data visibility within the report?</p> <p>Choose 3 Answers</p> <p>A. Check organization-wide defaults</p> <p>B. Check the user's profile for object settings.</p> <p>C. Check the report folder sharing settings.</p> <p>D. Check reports filter</p> <p>E. Check Sharing rules.</p>	A,D,E
146	<p>Universal container has a custom object for shipping information. They have to ship to both businesses and consumers. They need to show additional values in the custom field called insurance type for business shipping records. How can this be set up?</p> <p>A. Use Record type with single page layout.</p> <p>B. Create multiple picklist fields on the object.</p> <p>C. Use record types with multiple page layout.</p> <p>D. Create a multi-select pick-list field.</p>	D
147	<p>Universal Container wants to display a message when a case needs follow up. What can be used to display different text on the case record depending on the number of days a case is opened?</p> <p>A. Formula Field</p> <p>B. Workflow update</p> <p>C. Case Process</p> <p>D. Lightning Process Builder</p>	A
148	<p>Universal Containers needs to set the record type for a converted lead's Account, Contact, and Opportunity based on the user who is converting the lead. How can this be accomplished?</p> <p>A. Set the default record types for each Profile for Account, Contact, and Opportunity to the desired record type for converted records.</p> <p>B. Set the default record types for each Role for Account, Contact, and Opportunity to the desired record type for converted records.</p> <p>C. Set the master record types for each Profile for Account, Contact, and Opportunity to the desired record type for converted records.</p> <p>D. Set the master record types for each Role for Account, Contact, and Opportunity to the desired record type for converted records.</p>	A
149	<p>Universal Container's app builder needs to display an account's rating on all contacts related to that account. Which formula is valid in a text formula field on the contact to display the appropriate value?</p> <p>Choose 2 ans</p> <p>A. CASE(Account.Rating, Hot, Hot, Warm, Warm, Cold, Cold, Not Rated)</p> <p>B. CASE(Account.Rating, "Hot", "Hot", "Warm", "Warm,", "Cold", "Cold", "Not Rated")</p> <p>C. Account.Rating</p> <p>D. Text(Account.Rating)</p>	B,D

150	<p>Universal Containers has limited in-house development resources, but would like to support online payment processing for its products.</p> <p>What is the recommended solution to meet this requirement ?</p> <p>A. Configure pricebooks, products, and payment schedules to enable this capability.</p> <p>B. Work with developers to develop custom code for payment processing.</p> <p>C. Configure Outbound Messaging to send a message to an external Payment Gateway.</p> <p>D. Install an AppExchange product to provide Payment Gateway processing</p>	D
151	<p>Universal containers has included its orders as an external data object into Salesforce. You want to create a relationship between Accounts and the Orders object (one-to-many relationship) leveraging a key field for account which is on both external object and Account. Which relationship do you create?</p> <p>A. Lookup Relationship</p> <p>B. Master Detail Relationship</p> <p>C. Hierarchical Relationship</p> <p>D. external Lookup Relationship</p> <p>E. indirect Lookup Relationship</p>	E
152	<p>Which report types may be used with Analytic Snapshots? (2)</p> <p>A. Matrix</p> <p>B. Joined</p> <p>C. Tabular</p> <p>D. Summary</p>	C,D
153	<p>The VP of Sales wants sales reps to be able to quickly create a new opportunity record automatically related to an existing account. This should only be available in the Salesforce1 mobile app. Where would a developer place a quick action to accomplish this?</p> <p>A. The Salesforce1 Action Bar section of the Opportunity page layout.</p> <p>B. The Mobile Card section of the Account page layout.</p> <p>C. The Salesforce1 Action Bar section of the Account page layout.</p> <p>D. The Quick Actions section of the Account page layout.</p>	C
154	<p>the administrator is trying to add a custom Visualforce page to the mobile app quick navigation menu but it is not appearing. What is the possible reason why?</p> <p>Select one:</p> <p>a. The Visual Force page doesn't have a tab.</p> <p>b. Visual Force pages cannot be added to the mobile app.</p> <p>c. Visual Force page has fields that cannot be displayed in the mobile app.</p> <p>d. The menu hasn't been configured to have Visual Force pages.</p>	A
155	<p>Which statement about custom summary formulas in reports is true?</p> <p>A. Reports can be grouped by a custom summary formula result.</p> <p>B. Custom summary formulas can reference a formula field within a report</p> <p>C. Custom summary formulas can reference another custom summary formula.</p> <p>D. Custom summary formulas can be used in a report built from a custom report type.</p>	B,D
156	<p>For which report types custom summary formulas are available? (3)</p> <p>A. Joined</p> <p>B. Tabular</p> <p>C. Summary</p> <p>D. Matrix</p>	A,C,D

157	<p>When a user creates a record by using an object-specific create action, what feed item for that record appears? (Choose 3 answers):</p> <p>A. In the Chatter feed of the first user who follows the record on which the record was created</p> <p>B. In the feed for the record on which the new record was created</p> <p>C. As the first entry in the feed for the new record</p> <p>D. In the Chatter feed of the user who created the record</p> <p>E. In the user profile feed for all users who can view the record</p>	A,B,D
158	<p>Which of these actions are executed after a re-evaluated workflow? (Choose 3 answers):</p> <p>A. Previously fired workflow rules</p> <p>B. Criteria-based sharing rules</p> <p>C. Active Escalation rules</p> <p>D. Cross-object workflow rules</p> <p>E. Active Validation rules</p>	A,B,C
159	<p>What can be added to a Lightning Page using Lightning App Builder? (Choose 3 answers):</p> <p>A. Object-specific publisher actions</p> <p>B. Customer Visualforce Components</p> <p>C. Custom Lightning components</p> <p>D. Standard Lightning components</p> <p>E. Global publisher actions</p>	B,C,D
160	<p>How can a App Builder add a Flow-based Customer Survey in a Customer Community?</p> <p>A. Add a Flow Quick Action to the page layout</p> <p>B. Create a Login Flow for Community Users</p> <p>C. Create a Visualforce page with an embedded Flow</p> <p>D. Add a Flow Component to a Community page</p>	D
161	<p>How can an App Builder implement File privacy on records in Lightning Experience?</p> <p>A. Enable private file settings from Salesforce Files setting</p> <p>B. Add the file privacy on Records field to the Files page layout</p> <p>C. Add the file privacy permission to a Permission Set</p> <p>D. Add file privacy feature on Content Deliveries setting</p>	B
162	<p>How can an App Builder configure a Lightning Page so that a Page component only displays for Accounts in Europe?</p> <p>A. Add a component that only supports dynamic display</p> <p>B. Set the component visibility by Profile and Record Type</p> <p>C. Add filter conditions and logic to the component properties</p> <p>D. Add a component to a new page layout for Eurpoean Accounts</p>	C
163	<p>How can an App Builder reference a Queue in the Lightning Process Builder?</p> <p>A. Build a process on Queue that finds and changes the owner</p> <p>B. Use the Queue Label</p> <p>C. Add a Lookup(Queue) field to the Case and set the Owner to the Queue</p> <p>D. Update Records Action Type and a value of the Queue Name</p>	C

164	<p>In which way have Lightning Bar Chart Dashboard components been enhanced?</p> <p>A. Horizontal Bar Charts can have up to four measures B. Pie Charts can have up to four measures C. Donut Charts can have up to four measures D. Line Charts can have up to four measures</p>	A
165	<p>The sales team at Umbakumba Crafts would like to minimize the number of fields that they see when they are creating an Opportunity when using Salesforce1. The administrator has created a custom action on the account, but the sales users do not see it when they log in to Salesforce1. What could be the problem?</p> <p>A. The custom action has not been set active on the account. B. The custom action has not been added to the appropriate page layout C. The custom action has not been added to the Salesforce1 navigation. D. The custom action has not been assigned to the user profile.</p>	B
166	<p>You can create global actions to let users create which of the following records? (3)</p> <p>A. Chatter Posts B. Products C. Users D. Question E. Opportunity F. Event (without invitees)</p>	D,E,F
167	<p>Universal Containers needs to track the Manufacturer and Model for specific car companies. How can the system administrator ensure that the selected Manufacturer provides the values available for the Model?</p> <p>a. Create the Manufacturer field as a dependent picklist and the Model as a controlling picklist. b. Create a lookup field from the Manufacturer object to the Model object. c. Create the Manufacturer field as a controlling picklist and the Model as a dependent picklist. d. Create a multi-select picklist field that includes both Manufacturers and Models.</p>	C
168	<p>You can secure data at the organization level, using all of these methods, except:</p> <p>A. Limit Login IP addresses B. Limit Login Hours C. Set password policies D. Use hardware token</p>	D
169	<p>Person Accounts ? Choose 2 answers</p> <p>A. Do use space in both account and contacts table B. Have the same icon as Business accounts C. can only be merged with other person accounts D. Are enabled by default E. Are enabled via feature license</p>	A,C

170	<p>Which is true about social accounts.</p> <p>A. you can use social accounts data even when you are not logged into the social account.</p> <p>B. you need a personal social account in order to see social account data</p> <p>C. you can use social accounts to import data into salesforce</p> <p>D. connection to social account is established thru a companywide "named principal"</p>	B
171	<p>Which components can be added to a lightning app on custom object.</p> <p>Choose 3 answers</p> <p>A. Visualforce</p> <p>B. Standard Lightning component</p> <p>C. Custom lightning component</p> <p>D. global actions</p> <p>E. object specific actions on the custom object</p>	B,C,D
172	<p>Universal Container is using assignment rules to distribute cases to regional teams. Which of the following are true.</p> <p>A. it is possible to have multiple active assignment rules</p> <p>B. cases may be assigned to public groups (if configured)</p> <p>C. cases may be assigned to queues (if configured)</p> <p>D. a workflow field update can be used instead</p>	C
173	<p>Field type conversion. Which of the following are true.</p> <p>Choose 2 answers</p> <p>A. data can be lost when converting from simple picklist to multi picklist</p> <p>B. data can be lost when converting from autonumber to text</p> <p>C. data can be lost when converting from number to currency (assuming that field lengths are identical)</p> <p>D. information can be lost when converting from text area (rich) to text area (long)</p>	B,D
174	<p>Universal Container want to store an area code and wants to be able to search for it in applications (apex). Which are possible fields to store the data.</p> <p>Choose 2 answers</p> <p>A. Text</p> <p>B. Phone</p> <p>C. Email</p> <p>D. Multi Picklist</p> <p>E. Number</p>	A,B
175	<p>You can't see a Visualforce page in Salesforce1. What could be the reason?</p> <p>a. No field access.</p> <p>b. Not available on smart tab.</p> <p>c. Not in the menu bar.</p> <p>d. The page is not enabled for mobile access.</p> <p>e. The page doesn't have a tab.</p>	D
176	<p>To enable the Publisher Actions area on Page Layouts, navigate to:</p> <p>Select one:</p> <p>a. Setup Customize Actions Settings</p> <p>b. Setup Customize Chatter Chatter Settings</p> <p>c. Setup Customize Feeds Settings</p> <p>d. Setup Customize <Objects> Settings</p>	B