1.The Director of customer service wants to know when agents are overwhelmed with high-priority item queue. The Director wants to receive a notification when a new case is open with the status of "New" during business hours Which automation process could be used to accomplish this? Choose 2

Options:

- ☑ **Lightning Process Builder**
- ☐ Scheduled Apex
- ☑ **Escalation rules**
- ☐ Visual Workflow

2.Universal Containers wants to rollout new product bundles with several pricing options. Pricing options include product-price bundles, account specific pricing and more. Which product satisfies the needs?

Options:

- ○ Workflow on Opportunity/Opportunity Product
- ○ Formula fields on Opportunity/Opportunity Product
- ◉ **Lightning process builder**
- ○ Custom AppExchange-app for product-pricing

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

Options:

- ☐ Create a workflow rule on the User object to assign a permission set
- ☑ **Create a Flow on the User object to assing a permission set**
- ☑ **Create a Lightning Process on the User object to launch a flow**
- ☐ Create an Approval Process on the User object to assign a permission set

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

Options:

- ◉ **The Account record includes Invoice roll-up summary fields**
- ○ The Account is included in the workflow on the Invoice object
- ○ The Invoice records have existing values in the Account
- ○ The Invoice must have at least one Master-Detail field for reporting

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

Options:

- ◉ **Use a private sharing model granting record access using hierarchy; manage field access with field level security**
- ○ Use a private sharing model granting record access using custom settings; manage field access with page layout and field level security
- ○ Use a private sharing model granting record access using a hierarchy, manage field access with record types and field level security
- ○ Use a private sharing model granting record access using custom settings; manage field access with record types and page layouts

6.The VP of Account Management at Universal Containers has requested that all Contact's mailing postal code should match the associated account's shipping postal code. How can this be enforced using validation rules?

Options:

- ○ Create a validation rule using the GEOLOCATION() function
- ◉ **Create a validation rule using a Not Equal operator**
- ○ Create a validation rule using a Compare operator
- ○ Create a validation rule using the DISTANCE() function

7.In order to delete Opportunities, Universal Containers would like sales reps to submit request for approval to their sales manager. What can be used to meet these requirements?

Options:

- ○ **Two-step Approval Process**
- ○ **Process Builder with Submit for Approval Button**
- ○ **Approval Process with Time-dependent Workflow Action**
- ◉ **Approval Process with Apex Trigger**

8.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. Which funcation should be used to calculate the difference?

Options:

- ○ **DATE()**
- ○ **NOW()**
- ○ **DATEVALUE()**
- ◉ **TODAY()**

9.The organization wide defaults for a custom object is set to private. The Supervisor profile grants view access to the same object. A user with the Supervisor profile is also listed as the Manager on the user detail records for access. However, the supervisor still cannot view records owned by the subordinate. What is preventing the Supervisor from viewing records owned by the subordinate? Choose 2 answers

Options:

- ☑ **The Supervisor's role is not above the subordinate's role in hierarchy**
- ☐ **Organization wide settings for the custom object grant acccess to other users with the same role**
- ☑ **Organization wide settings for the custom object do not grant access using hierarchy**
- ☐ **The Supervisor requires a permission set in order to view the subordinate's record**

10.Invoices in SAP need to be reviewed from Sales force Account object Home. Choose (2)

Options:

- ☑ **External object**

- ☐ **Data Loader**
- ☐ **From SAP config**
- ☑ **O-DATA**

11.UC containers need to add an additional recipient to 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? Select 2 options.

Options:

- ☑ **Email field**
- ☑ **Lookup field**
- ☐ **Formula field**
- ☐ **Text field**

12.Which of these actions are executed after a re-evaluated workflow? (Choose 3 answers)

Options:

- ☐ **Cross-object workflow rules**
- ☑ **Previously fired workflow rules**
- ☐ **Active Validation rules**
- ☑ **Criteria-based sharing rules**
- ☑ **Active Escalation rules**

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

Options:

- ☑ **Users**
- ☐ **Permission Sets**
- ☑ **Roles**
- ☑ **Public Groups**
- ☐ **Profiles**

14.Representative at Universal Containers use Salesforce to record information for new Leads, When new prospects are added, an outbound message is sent to SAP with the Lead's information. Which automation process will accomplish this without writing any code?

Options:

- ○ Design an Approval Process that sends an outbound message upon approval
- ◉ **Create a workflow rule with an outbound message as the action**
- ○ Use Visual Workflow to create a wizard that will send an outbound message
- ○ Create a process using Lightning Process Builder to send the outbound message

15.Universal Containers need a field on the Account to track how many Opportunities are closing within the next 30 days. What can be used to accomplish this goal?

Options:

- ◉ **Apex Code**
- ○ Workflow Rule
- ○ Process Builder
- ○ Roll-up summary field

16.Which setting is available to customize salesforce1 mobile app for branding ? Select 3.

Options:

- ☐ Action bar color
- ☑ **Background color on loading page**
- ☐ Notification and search icon
- ☑ **The image on loading page**
- ☑ **Header and search bar color**

17.What is a true statement in regards to creating custom report types?

Options:

- ○ **The detail object in a Master-Detail relationship cannot be added as a secondary object on a custom report type**
- ○ **Any object can be chosen unless the object is not visible to the person creating the report type through security settings**
- ○ **When the primary object is a custom object and is deleted, then the report type and any reports created from the report type must be deleted manually**
- ⦿ **Once a report type is saved with a standard or custom primary object, the primary object cannot be changed for that report type**

18.Which statement is true abount an External ID field? Choose 2 answers

Options:

- ☑ **The field can be unique based on case sensitive or case-insensitive values**
- ☐ **The field must contain at least one number and at least one letter**
- ☑ **The field contains unique record identifiers from a system outside of Salesforce**
- ☐ **The field must be unique since duplicates are not allowed within Salesforce**

19.UC wants to standardize their business logic. They want to ensure that workflow order is guaranteed to the same each time. Which feature can be used to accomplish this? Select 2.

Options:

- ☐ **Chatter actions**
- ☑ **Lighting process builder**
- ☐ **Workflow**
- ☑ **Visual workflow**

20.UC uses a custom object to track open job positions. They would like to automatically post updates on a record's feed whenever a position stage is changed. Which social feature can be used to accomplish this

Options:

- ⦿ **Feed tracking.**
- ○ **Auto response rule.**
- ○ **Workflow rule.**

- ○ **Feed quick Action**

21.Users at UC need to be able to quickly create a contract record from the account record's chatter feed. How should the app builder enable this functionality?

Options:

- ○ By creating a custom "Detail page " Button on the account.
- ◉ **By creating a custom "Create a record" action on the account**
- ○ By creating a custom "Detail page" Button on the contract.
- ○ By creating a custom "Create a record" Action on the contract

22.What is a true statement in regards to converting a tabular, summary or matrix report to a joined report. Choose 3 answers

Options:

- ☐ Report formula fields are not supported in joined reports
- ☑ **Cross filters are not supported in joined reports**
- ☑ **The Rows to Display filter is not supported in joined reports.**
- ☐ Joined report blocks are formatted as matrix reports
- ☑ **Bucket fields are not supported in joined reports**

23.UC has separate business requirements for consumer and business opportunities. The sales team works both of opportunities. The app builder created two record types on the Opportunity object. What action can be performed ? select 2.

Options:

- ☑ **Enable field validation by sale process.**
- ☐ Create unique opportunity stages by sales process
- ☐ Prevent access to secure data fields by sales process
- ☑ **Specify a different page layout by sales process**

24.Universal Containers needs to flag Leads with one or more business areas. They need to add a field to capture the Lead Record. There is no need to report on this field. What is the appropriate field type?

Options:

- ○ **Radio Buttons(Multi-Select)**
- ○ **Text Area**
- ◉ **Picklist (Multi-Select)**
- ○ **Picklist**

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

Options:

- ☑ **Custom picklist fields can be either controlling or dependent fields**
- ☐ The import wizards only allows values to be imported into a dependent picklist if they match the appropriate controlling field
- ☑ **Checkbox fields can be controlling fields but not dependent fields**
- ☑ **Multi Select picklist fields can be dependent picklists but not controlling fields**
- ☐ Standard and custom picklist fields can be dependent fields

26.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:

Options:

- ○ **External Lookup Relationship**
- ○ **Master Detail Relationship**
- ○ **Lookup Relationship**
- ◉ **Indirect Lookup Relationship**

27.What is the capability of sand box template ? Select 2

Options:

- ☐ **Specify the data range for data being replicated in a partial copy sandbox environment**
- ☑ **Save a template for re-use when creating a partial copy sandbox environment**
- ☑ **Specify the objects whose data should be replicated in the partial copy sandbox environment**
- ☐ **Create a partial copy sandbox from a partial copy sandboxes environment**

28.What metadata can be made manually in production without deployment? (2)

Options:

- ☑ **Visualforce**
- ☐ **Apex class**
- ☐ **Apex trigger**
- ☑ **Reports and Dashboards**

29.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 in the account page layout. What scenario would cause this?

Options:

- ◉ **The user uses a custom report type which does not include the industry field**
- ○ **The industry field has no record values in the account.**
- ○ **The industry field is not enabled for the particular record type.**
- ○ **The user does not have industry field visibility in the field level security**

30.Universal Containers has two teams: Sales and Services. Both teams interact with the same records, Sales users use ten fields on the Account record. Service 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. What is the minimum configuration necessary to meet this requirement?

Options:

- ○ **One profile, two record types, one page layout**
- ◉ **Two profiles, one record type, two page layouts**
- ○ **Two profiles, two record types, two page layouts**

- ○ **One profile, one record type, one page layout**

31.An app builder has been asked to provide users a way to identify a Contact's "Preferred Contact Method" direction on Contact record. Users need to be able to identify whether a phone number or an email, is the Contact's preferred communication menthod. Which filed type will allow the App Builder to accomplish this with the fewest fields possible?

Options:

- ○ **Checkboxes**
- ◉ **Picklist**
- ○ **Email**
- ○ **Formula**

32.Identify the standard Lightning components. (Choose 3 answers):

Options:

- ☑ **Visualforce Page**
- ☐ **Dashboards**
- ☑ **List View**
- ☑ **Rich Text**
- ☐ **Reports**

33.When a user creates a record by using an object-specific create action, what feed item for that record appears? (Choose 3 answers)

Options:

- ☑ **In the Chatter feed of the user who created the record**
- ☑ **As the first entry in the feed for the new record**
- ☐ **In the Chatter feed of the first user who follows the record on which the record was created**
- ☑ **In the feed for the record on which the new record was created**
- ☐ **In the user profile feed for all users who can view the record**

34.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 cadidate has gone through on the candidate record without writing any code. How can an App Builder accomplish this requirement? Choose 2

Options:

- ☑ **Use a roll-up summary field on the Candidate record to show the total number of interviews**
- ☐ Use a lookup relationship between the candidate and interview objects
- ☐ Use a formula field on the Candidate record to show the total number of interviews
- ☑ **Use a master-detail relationship between candidate and interview objects**

35.An app builder needs to change the data types of a few 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 additional steps in order to retain existing functionality?

Options:

- ◉ **In lead conversion from number to text**
- ○ In an apex class from number to text
- ○ As an external ID from number to text
- ○ Changing the datatype of a field used in a report from text to an encrypted field

36.The VP of marketing wants to broadcast an email to 10,000 contacts in Salesforce on a regular basis, but realises Salesforce's mass email functionaliy has a limitation on the number of emails that can be sent each day. What action should the App Builder take?

Options:

- ◉ **Research and evaluate products available on AppExchange to send mass emails**
- ○ Request Salesforce increase the number of maximum daily emails
- ○ Download all Contacts to a CSV field and use an email client to send the emails
- ○ Develop Apex code and visualforce pages to send the emails

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

Options:

- ○ A tabular report on Account object
- ○ A summary report on the Account object
- ● A summary report on the Opportunity object
- ○ A tabular report on the Opportunity object

38.Actions on a Lightning Page allow you to do which of the following?

Options:

- ○ Send email and delete or clone records.
- ● Send email, create a task, and create or update records
- ○ Clone records, add users, and assign permissions.
- ○ Send email, send outbound messages, and launch a flow.

39.The Customer Service team at Universal Containers uses a custom Project object to track their customer projects. 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. Which statement is true when creating an Account lookup field on the Project object? Choose 2 Answers

Options:

- ☑ The Account lookup field on the Project record can be made optional
- ☐ The Account record can include roll-up summary fields with data from the Project records
- ☑ Cross-object field updates between the Project and Account records are not supported
- ☐ Users can only delete Accounts if they have access to related project reocrds

40.UC has a junction object called invoice with primary master-detail relationship with accounts and a secondary master detail relationship with contacts. The app builder has requirement to change the primary master relationship to lookup. What happens to the master detail relationship with contacts?

Options:

- ○ **The contacts master detail field is deleted from the object**
- ● **The contacts master detail becomes the primary**
- ○ **The contacts master detail also converts to lookup**
- ○ **The contacts master detail values are cleared from invoice**

41.Which type of relationships can be defined with external objects? Choose 2 answers

Options:

- ☑ **External Lookup**
- ☑ **Indirect Lookup**
- ☐ External Master-Detail
- ☐ Cross-Ogranization Lookup

42.A Customer service representive at a call center would like to be able to collect information from customer using a series of question prompts. What could be used to accomplish this?

Options:

- ○ **Lightning Process Builder**
- ○ **Lightning Connect**
- ○ **Workflow Rules**
- ● **Visual Workflow**

43.The VP of Sales at Universal Containers has requested that sales reps be given access to view all the Accounts in Salesforce. However, they've also requested that sales reps only be allowed to create new Opportunities on Account they own. How can this requirements be met?

Options:

- ○ **Set the Organization-Wide Default sharing on Opportunities to Controlled by Parent**
- ● **Create a new Opportunity Quick Action that validates Account ownership**
- ○ **Set the Organization Wide Defaults sharing on Opportunities to Private and recalculate sharing**

- ○ **Create an Opportunity Validation Rule that compares the Opportunity and Account owners**

44.You want to use an External Data Object Table from Heroku carrying Product Category information. The data need to be included in Salesforce and searchable. What do you have to do before you can use the connection. (2)

Options:

- ☑ **Choose "include in Salesforce searches" option**
- ☐ URL / choose the URL
- ☐ Choose "include as index field"
- ☑ **Press "validate and sync"**

45.Universal Containers needs to update a field on an Account when an Opportunity Stage is changed to closed. What can be used to accomplish this requirement? Choose 2 answers

Options:

- ☐ Assignment Rules
- ☑ **Lightning Process Builder**
- ☐ Approval Process
- ☑ **Workflow Rule**

46.Which objects can be members of a Campaign? Choose 2 answers

Options:

- ☐ Account
- ☐ Opportunity
- ☑ **Lead**
- ☑ **Contact**

47.What is a true statement regarding Master-Detail relationships? Choose 3 answers

Options:

- ☐ **Master-Detail relationships cannot be converted to look-up relationships**
- ☑ **Master-Detail relationships can convert to a lookup relationships if no roll-up summary field exists on the master object**
- ☐ **Standard objects can be on the detail side of a custom object in a Master-Detail relationship**
- ☑ **A Master-Detail relationship cannot be created if the custom object on the detail side already contains data**
- ☑ **Deleting a master record in a Master-Detail relationship deletes all related detail records**

48.Universal Containers has purchased a Lightning Component on the AppExchange. Where can that component be utilized? Choose 2 answers

Options:

- ☑ **Salesforce1 Mobile App**
- ☑ **Standalone Lightning App**
- ☐ **Lightning Process Builder**
- ☐ **Visual Workflow**

49.Universal Containers would like to collaborate with its customers within Salesforce, and has decided to enable "Allow Customer Invitations" Chatter Setting. What permission is granted to Customers when Invited to a Chatter Group?

Options:

- ○ **The ability to @Mention accounts of which they are a contact**
- ○ **The ability to invite members to groups of which they are a member**
- ◉ **The ability to interact with members of their groups**
- ○ **The ability to request access to public groups**

50.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 (choose 2):

Options:

- ☐ **Phone**
- ☑ **Number**

- ☑ **Text**
- ☐ **Multi Picklist**
- ☐ **Email**

51.Universal Containers introduces a custom object called Service, which has a lookup to Account. Field enter Service using the Salesforce1 mobile app. Operators create new Service records when viewing Account name which needs to automatically display the current Account. How can this be accomplished?

Options:

- ○ Create an action in the Service object and add it to the Service page layout
- ○ Create an action in the Service object and add it to the Account page layout
- ○ Create an action in the Account object and add it to the Service page layout.
- ◉ **Create an action in the Account object and add it to the Account page layout**

52.Universal Containers has a custom assessment object used by three divisions. Each division wants to track different information on the assessments, including different values for the status picklist. Division managers do not want their teams to be able to create another division's assessment. How to accomplish?

Options:

- ○ Create a separate page layout for each division and assign them using profiles. Use the profile settings to configure each division's custom field list and picklist values for assessments
- ◉ **Create separate assessment record types for each division and use them to limit picklist values. Create separate page layout s for each record type and use profiles to restrict record type access**
- ○ Create three pages layout to determine the fields and picklist values for each user based on the division indicated on their user record. Use field level security to restrict access to division's fields
- ○ Create additional custom assessment objects, one for each division, to track their assessment so information can be tracked separately. Use profiles to restrict access to the three custom objects

53.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. How many report charts can be added to the Account page layout to meet this requirement?

Options:

- ○ **3**
- ○ **4**
- ◉ **2**
- ○ **1**

54.Which statement is true when a new full sandbox is created ? Choose 2 answers

Options:

- ☑ **Default email deliverability is set to system email only**
- ☐ Chatter data will be copied to the sandbox by default
- ☐ User's email addresses will not be modified
- ☑ **Usernames will be modified uniquely for that sandbox**

55.Universal containers has a custom object that has a N:M relationship with opportunityLineItem carrying price and amount information. In order to compute total amounts and total prices per Opportunity using Rollup summary fields, what field type will you use.

Options:

- ○ Crossobject
- ◉ **Master-Detail**
- ○ Junction
- ○ Lookup

56.Which statement is true when defining a Create custom action for the Contact object? Choose 2 answers

Options:

- ☑ **The Create action allows a user to select a record type**
- ☑ **The Create action will respect validation rules**
- ☐ The Create action can pre-define Contact field values
- ☐ The Create action will ignore field requirements

57.Universal Containers has deployed custom tabs through change sets, without including the profies, to Production(Enterprise Edition) Which statement is true in regards to the visibility of custom tabs?

Options:

- Custom tabs are exposed for all users
- Custom tabs are hidden for all users
- Custom tabs are default on for all users
- Custom tabs are default off for all users

58.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. What is the recommended solution to configure this automation behavior?

Options:

- Roll-up summary field
- Apex
- Formula field
- Workflow

59.Describe the ramifications of field updates and potential for recursion for the following scenario: If a field update for Rule1 triggers Rule2, and a field update for Rule2 triggers Rule1.

Options:

- When the second trigger is saved a Imminent Loop Error message will be displayed and the workflow rule update will not save.
- Loop is allowed to run 25 times within one hour. If it does not end on its own the process will be stopped by R&D.
- The updates create a loop and the org limits for workflow time triggers per hour will likely be violated.
- The updates create a loop and the org be blocked until the admin resolves the issue

60.UC uses a custom object to track site visits, When the status of a site visit is changed from "in process " 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 .

Options:

- ○ **Action**
- ○ **Visual workflow**
- ○ **Apex Trigger**
- ⦿ **Assignment rule**

61.At Universal Containers, multiple departments utilize the Case object for different purposes. Some users submit for IT and HR requests. Other user provide customer support with case records. How can an App Builder enable different users to see different fields, based on the case type?

Options:

- ⦿ **Create different case record types for IT, HR and Customer Support. Assignd different page layouts to each record type by profile**
- ○ Create different case field sets for IT,HR and Customer Support. Assign different field sets by role
- ○ Create different case record types for IT, HR and Customer Support, Assign different page lyouts to each record type by role
- ○ Create different case field sets for IT, HR and Customer Support. Assign diffrent field sets by profile

62.To synchronize Account, Orders and Shipments in a real-time, a Developer has built a custom interface between external system and Salesforce. Prior to deployment, the Developer needs to confirm that the interface can support syncing of thousands of record at a time. Which sandbox environment is recommended to complete Performance and Load Testing?

Options:

- ○ **Developer Sandbox**
- ○ **Partial Sandbox**
- ⦿ **Full Sandbox**
- ○ **Developer Sandbox**

63.A custom object has a public read only setting that does not grant access using hierarchies. A dynamic rule provides Write access to the object to the Global

Marketing public group if the record is marked as Global, when user creates a new record and marks it as Global. Who will have write access to the record?

Options:

- ○ The record owner and anyone above the owner in the role hierarchy
- ◉ The record owner and the Global Marketing public group
- ○ The Global Marketing public group and anyone above the owner in the role hierarchy
- ○ The Global Marketing public group, the record owner, and anyone above the owner in the role hierarchy

64.What type of field can be referenced by a Roll-Up Summary field using SUM? Choose 3 answers

Options:

- ☑ Number
- ☑ Currency
- ☐ Date
- ☐ Formula
- ☑ Percent

65.Universal Container is importing 1000 records into Salesforce. They want to avoid any duplicate records created during import. How can these requirements be met?

Options:

- ◉ Include a column in the import file that has either record names, Salesforce IDs or external IDs that is used to match records
- ○ When importing the file, select the "Prevent Duplicates" option on the last step of the Import Wizard
- ○ After importing all of the custom objects, review all records created and manually merger or delete those records
- ○ After importing all of the custom objects, run a duplicate check report, export the report to a CSV and mass delete to purge any duplicates.

66.What is a true statement regarding case assignment rules? (Choose 3 answers)

Options:

- ☑ **Salesforce processes case assignment rules before workflow rules**
- ☑ **They allow cases to be assigned to a queue**
- ☐ They allow for more than one active rule at the same time
- ☐ A predefined Case Team is mandatory for each rule entry
- ☑ **They allow for more than one rule entry for each assignment rule**

67.Which report types may be used with Analytic Snapshots?(2)

Options:

- ☑ **Summary**
- ☐ Joined
- ☐ Matrix
- ☑ **Tabular**

68.A custom field contains a feedback score which is on a scale of one to five, End users would like a visual indicator, one to five stars based on the number found in the feedback score custom field. How can this visual indicator be displayed?

Options:

- ◉ **Use a custom formula field**
- ○ Use a custom image field
- ○ Use a custom text field
- ○ Use a custom number field

69.UC needs the ability to generate contract documents. All the data required for a contract resides in a custom object. What is the recommend solution?

Options:

- ○ Enable the contracts feature and create a custom contract template based on the standard template
- ○ Create the HTML template for contract and store it in the public folder
- ◉ **Select and install an AppExchange product to meet the contract generation needs**
- ○ Store a template in the static resources and configure the action link template to use it

70.An App Builder wants to show Groups as the last navigation menu item in the Salesforce1 Mobile App. However App Builder is not able to select Groups as one of the items on the drop down menu. What could cause this?

Options:

- ○   Groups is showing up in the recent section and not in the navigation menu
- ⦿   Groups is not included in the selected list for the navigation menu
- ○   Groups is included in the Smart Search items but not on the navigation menu
- ○   Groups cannot be the last item in the navigation menu

71.Universal Containers would like to use a Chatter group for their Mergers and Acquisitions teams to collaborate potential new projects. This group should not be visible for non-members to see or join and can be accessed only Which chatter group type should the App Builder recommend?

Options:

- ○   Private Group
- ⦿   Unlisted Group
- ○   Public Group
- ○   Member Group

72.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 in the manager role create a new assignment record. Who can see this record?

Options:

- ⦿   The record owner and the directors in their Hierarchy
- ○   The record owner and the specialists in their hierarchy
- ○   The record owner and the managers in their hierarchy
- ○   The record owner and those above the specialist role in their hierarchy

73.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? Choose 2 answers

- ☐ **Stage**
- ☑ **Type**
- ☑ **Lead source**
- ☐ **Forecast category**

74.What can be done after workflow field re-evaluation?

Options:

- ○ **Option 1**
- ○ **Trigger another rule**
- ⊙ **Out of hour limit (loop)**
- ○ **Invalid data**

75.Which attribute must field have to be used in external modeling?

Options:

- ⊙ **External ID**
- ○ **Unique**
- ○ **Required**
- ○ **None of the above**

76.A manager wants to calculate the number of days an account has been last contacted through mail. Which field should be used to achieve this?

Options:

- ○ **Number Field**
- ⊙ **Formula Field**
- ○ **Date Field**
- ○ **Rollup Summary Field**

77.Which statement is TRUE about field update actions from workflow rules and approval process? Choose 2 answers

Options:

- ☐ **Field updates are tracked in the history related list of a record regardless of whether or not history set for those fields**
- ☐ **Field updates are not available on currency fields if the organization uses multi-currency**
- ☑ **Field updates with "Re-evaluate Workflow Rules" selected can cause a recursive loop if the updated field is included in a workflow**
- ☑ **Field updates to records based on workflow rules and approval processes do not trigger validation rules**

78.What is a key consideration when using Unmanaged packages? Choose 2 answers

Options:

- ☐ **A namespace is required to create an Unmanaged package**
- ☐ **The person who created the Unmanaged package can change or upgrade installed components**
- ☑ **The person who created the Unamanged package has no control over the installed components**
- ☑ **A namespace is not required to create an Unamanged package**

79.What is a feature that can extend record access beyond the Organization wide defaults?

Options:

- ◉ **Criteria based sharing rules**
- ○ **Owner based sharing rules**
- ○ **Public or private groups**
- ○ **Dynamic role hierarchy**

80.UC wants to display a message when a case follow up. What can be used to display different text on the case record depending on the number of days a case is opened?

Options:

- ○ **Workflow update**

- ○ **Lighting process builder**
- ○ **Case process**
- ◉ **Formula field**

81.UVC 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 ? select 2.

Options:

- ☐ **Create criteria based sharing rules**
- ☑ **Create standard role hierarchies.**
- ☐ **Set organization wide sharing defaults to private**
- ☑ **Set organization-wide sharing defaults to public read/only**

82.Which statement is true about converting a Lead? Choose 3 answers

Options:

- ☑ **The Lead's most recent campaign record is automatically applied to the "Primary Campaign Source" field on the opportunity**
- ☐ **Users can convert leads that are associated with an active approval process**
- ☑ **The system automatically maps standard lead fields to standard account, contact and opportunity fields**
- ☐ **Multi-select picklist values on Lead records overwrite on the Contact's corresponding field**
- ☑ **Administrators may choose whether to enforce validation rules and triggers**

83.When an opportunity close date is delayed by more than 60 days, the manager and VP of sales must approve the change. How can this requirement be met? Choose 2 answers

Options:

- ☐ **Create a workflow rule that checks for close date less than 60 days and add an email alert**
- ☑ **Build an approval process that requires unanimous approval from the manager and VP of Sales**

- ☑ **Create a lightning process builder flow that submits the record for an approval process**
- ☐ Build a validation rule that does not allow a user to save the opportunity record

84.Which capability allows an app builder to grant object level access? Choose 2 Answers.

Options:

- ☑ **Assigning a user a Permission Set that allows for Read and Edit access to an Object**
- ☐ Assigning a user a Public Group that allows for Read and Edit access to an Object
- ☑ **Assigning a user to a Profile that allows Read access to an Object**
- ☐ Assigning a user a Role that allows Read access to an Object

85.Person Accounts (Choose 2 answers):

Options:

- ☑ **Can only be merged with other person accounts**
- ☐ Are enabled by default
- ☐ Have the same icon as Business accounts
- ☑ **Do use space in both account and contacts table**
- ☐ Are enabled via feature license

86.Which statement is true for embedding a Visualforce page in a page layout? Choose 2 answers

Options:

- ☐ Visualforce pages can only be placed in the Visualforce section in a page layout
- ☑ **Visualforce pages on a page layout have attributes for width and height**
- ☑ **Visualforce pages can be places anywhere in a page layout**
- ☐ Visualforce pages on a field set have attributes for width and height

87. Universal Containers sales reps can modify fields on an Opportunity unitil it is closed. Only the Sales Operations can modify the Post Close Followup Date and Post Close Followup Comments fields. How can these requirements be met?

Options:

- ○ Use field-level security to mark fields as read only the Sales profile
- ◉ Use multiple record types, page layouts and profiles
- ○ Use field-level security on page layouts to restrict editing fields
- ○ Use record types with field sets and restrict fields using field level security

88. What is a capability of Schema Builder? Choose 2 answers

Options:

- ☑ To modify custom field help text on standard objects
- ☐ To update descriptions of standard and custom objects
- ☑ To create new Lookup and Master-Detail object relationships
- ☐ To enable field History Tracking on standard objects

89. Sales representatives want to capture custom Feedback record details related to each Account. The sales Manager wants to accomplish this with minimal clicks on the Salesforce1 mobile application. What is the recommended solution to meet this requirement? Choose 2 answers

Options:

- ☑ Create an object specific action on Account
- ☐ Create a global action on Account
- ☑ Create predefined values for most of the fields
- ☐ Create a feedback object as a parent of Account

90. A divisional manager wants to add a report chart into a page layout. Which report format can be used as the source report to accomplish this ? Select 2

Options:

- ☑ Matrix format with chart
- ☐ Joined format with a chart

- ☑ **Summary format with a chart**
- ☐ **Tabular format with a chart**

91.Universal Containers provides access to Salesforce for their sales, service and marketing teams. Management wants to ensure that when users login, their home tab provides access to links and documentation that are specifically related to their job function. How can this requirement be met?

Options:

- ○ **Expose specific elements within a home page custom component determined by profile**
- ○ **Create separate home page custom components and layouts; assign to users by role**
- ◉ **Create separate home page custom components and layouts, assign to users by profile**
- ○ **Expose specific elements within a home page custom component determined by role**

92.Universal Containers needs to update a field on an Account when an Opportunity Stage is changed to Closed Lost. Choose 2

Options:

- ☐ **Approval Process**
- ☐ **Assignment Rule**
- ☑ **Lightning Process Builder**
- ☑ **Workflow Rule**

93.Universal Containers is setting up Salesforce for the first time. Management wants the sales and marketing have different navigation menus in the Salesforce 1 mobile app. Which option is available for an App Builder to satisfy this requirement?

Options:

- ○ **Create mobile navigation menus for both sales and marketing profile**
- ◉ **Create sales and marketing profiles and ensure read access to different objects**

- ○ **Create public group for Sales and Marketing and create mobile navigation menus for each group**
- ○ **Create roles for sales and marketing and assign a custom home page layout for each profile**

94.When is it recommended to refresh a Full sandbox?

Options:

- ○ **Whenever a new Production user is added**
- ○ **Within 3 hours of when it is needed**
- ○ **After a major Production release**
- ● **After UAT sign-off**

95.Universal Containers has a complex development environment. The company needs the ability to refresh their sandbox weekly. The refresh should include the latest configuration and some of the data. Which sandbox environment meets these requirements:

Options:

- ● **Partial Copy Sandbox**
- ○ **Developer Sandbox**
- ○ **Developer Pro Sandbox**
- ○ **Full Sandbox**

96.What is a section of the lightning app builder tool ? select 3

Options:

- ☑ **Canvas**
- ☑ **Selected publisher actions**
- ☐ **Mobile card**
- ☑ **Components**
- ☐ **Mini page layout**

97.What tools you need to use to migrate Metadata to Two Different Production Orgs? Choose 3

Options:

- ☑ **Force.Com Migration Tool**
- ☐ Data Loader
- ☑ **Unmanaged Package**
- ☑ **Force.Com IDE**
- ☐ Change Set

98.What may occur if workflow rules are re-evaluated after a field change by a field update? Choose 2 answers

Options:

- ☑ **A recursive loop potentially results on exceeding organizational limits**
- ☐ Workflow rules trigger validation rules on the field updates
- ☑ **Workflow rules trigger more workflow rules to be re-evaluated**
- ☐ Cross-object workflow rules result in re-evaluation after field change

99.What type of field can be used to filter a report chart that has been added to page Layout?

Options:

- ○ Formula field
- ◉ **Matching ID field**
- ○ Standard field
- ○ Name field

100.UVC wants to provide a different view for its users when they access an account record in salesforce1 instead of in the standard web version. How can this accomplished? Select 2.

Options:

- ☑ **By adding visualforce pages to the mobile cards section**
- ☑ **By adding a mobile layout and assigning it to a profile.**

- ☐ By adding actions in the salesforce1 action bar section
- ☐ B. By adding Quick actions in the publisher section.

101.Which statement is true when using record types to control pick-list value. Choose 2

Options:

- ☑ **If a picklist value is removed from the master, then it is no longer available when records assigned to that value are unchanged**
- ☐ If a record type is renamed, then the list of values included in that record type are also changed to newly renamed record types
- ☑ **If a picklist value is added to the master picklist, then the new value must be manually included in the appropriate record types**
- ☐ If values are added to the Opportunity Stage, Case Status, and Lead Status fields, then the values must be manually adjusted for each record type

102.An app builder has created a report for salespeople to view records from a custom object. Someone complained they are unable to see all of the appropriate records. What steps should be taken to ensure data visibility within the report? (3)

Options:

- ☐ Check the report folder sharing settings
- ☑ **Check organization-wide defaults**
- ☐ Check the user's profile for object settings
- ☑ **Check report filters**
- ☑ **Check sharing rules**

103.Which use case can be accomplised using a custom link? Choose 3 answers

Options:

- ☑ **Navigate to an external system using data in salesforce**
- ☐ Navigate to a custom visual flow to update the current record
- ☑ **Navigate to a process to update the current record**
- ☑ **Navigate to a create a record page with field pre-populated**

- ☐ Navigate to an Apex Trigger to update the current record

104.What is a use case for approval processes? Select 2

Options:

- ☐ Ensure an opportunity has at least one product added
- ☑ **Require CFO to review the salary range for all job offers**
- ☑ **Approve expense reports automatically when less than $50**
- ☐ Update the PTO record field with the user's manager.

105.Universal Containers manages internal projects by department using a custom object called Projects. 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 logner have access to the projects within their former department. How can these requirements be met assuming the organization wide defaults for Project is set to Private? Choose 2 answers

Options:

- ○ Create a criteria based sharing rule using the Project's department that grants access to users by permission sets
- ○ Create a criteria based sharing rule using the Project's department that grants access to users by public groups
- ○ Create a criteria based sharing rule using the Project's department that grants access to users by profiles
- ◉ **Create a criteria based sharing rule using the Project's department that grants access to users by roles**

106.Which values must be defined when creating a new Opportunity stage? Choose 3

Options:

- ☑ **Probability**
- ☑ **Type**
- ☑ **Forecast category**
- ☐ Close date
- ☐ Amount

107.A junction object has two master detail relationships. What happens to junction object when either associated master record is deleted ?

Options:

- **The record is deleted and placed in the recycle bin**
- The master record can't be deleted if has a child record
- The record is permanently deleted and can't be restored.
- The look up field on the junction object is cleared.

108.What is true about social accounts, contacts and leads?

Options:

- The social feature displays the social profile for a Lead or Contact even if the user is not connected with the Lead or Contact on the Social network.
- The social feature automatically imports the social profile for a lead or contact in salesforce if the user is connected with the lead or contact on the social network.
- To use Social Accounts, Contacts and lead feature, a separate feature license must be assigned to the user in salesforce.
- **To use Social Accounts, Contacts and lead feature, users need to have a personal social network accounts for the social network they would like to view.**

109.11. Universal container has a custom object called "House" that is related to the opportunity object. The house object has a square feet field. there can be Multiple houses related to an opportunity. There is a requirement to show the total square of all houses on the opportunity. How an App Builder would meet this requirement?

Options:

- Lookup Relationship
- **Master-Detail Relationship**
- Formula Field
- Apex Code