Salesforce Certified Data Architecture and Management Designer

Q1. A large retail B2C customer wants to build a 360 view of its customer for its call center agents. The customer interaction is currently maintained in the following system:  
1. Salesforce CRM

2. Custom billing solution

3. Customer Master Data management (MDM)

4. Contract Management system

5. Marketing solution

What should a data architect recommend that would help upgrade uniquely identify customer across multiple systems:

1. Store the salesforce id in all the solutions to identify the customer.
2. Create a custom object that will serve as a cross reference for the customer id.
3. Create a customer data base and use this id in all systems.
4. **Create a custom field as external id to maintain the customer Id from the MDM solution.**

Q2. A health care provider wishes to use salesforce to track patient care. The following actions are in Salesforce

1. Payment Providers: Orgas who pay for the care 2 patients.
2. Doctors: They provide care plan for patients and need to support multiple patients, they are provided access to patient information.
3. Patients: They are individuals who need care.

A data architect needs to map the actor to Sf objects. What should be the optimal selection by the data architect?

1. Patients as Contacts, Payment providers as Accounts, & Doctors as Accounts
2. Patients as Person Accounts, Payment providers as Accounts, & Doctors as Contacts
3. **Patients as Person Accounts, Payment providers as Accounts, & Doctors as Person Account**
4. Patients as Accounts, Payment providers as Accounts, & Doctors as Person Accounts

Q3. NTO (Northern Trail Outlets) has a complex Salesforce org which has been developed over past 5 years. Internal users are complaining abt multiple data issues, including incomplete and duplicate data in the org. NTO has decided to engage a data architect to analyze and define data quality standards.

Which 3 key factors should a data architect consider while defining data quality standards? Choose 3 answers:

1. **Define data duplication standards and rules**
2. Define key fields in staging database for data cleansing
3. **Measure data timeliness and consistency**
4. Finalize an extract transform load (ETL) tool for data migration
5. **Measure data completeness and accuracy**

Q4. Universal Containers (UC) requires 2 years of customer related cases to be available on SF for operational reporting. Any cases older than 2 years and upto 7 years need to be available on demand to the Service agents. UC creates 5 million cases per yr.

Which 2 data archiving strategies should a data architect recommend? Choose 2 options:

1. Use custom objects for cases older than 2 years and use nightly batch to move them.
2. Sync cases older than 2 years to an external database, and provide access to Service agents to the database
3. **Use Big objects for cases older than 2 years, and use nightly batch to move them**.
4. Use Heroku and external objects to display cases older than 2 years and bulk API to hard delete from Salesforce.

Q5. NTO would like to retrieve their SF orgs meta data programmatically for backup within a various external. Which API is the best fit for accomplishing this task?

1. **Metadata API**
2. Tooling API
3. Bulk API in serial mode
4. SOAP API

Q6. A customer is operating in a highly reputated industry and is planning to implement SF. The customer information maintained in SF, includes the following:

1. Personally, identifiable information (PII)
2. IP restrictions on profiles organized by Geographic location
3. Financial records that need to be private and accessible only by the assigned Sales associate.
4. User should not be allowed to export information from Salesforce.

Enterprise security has mandate access to be restricted to users within a specific geography and detail monitoring of user activity. Which 3 Salesforce shield capabilities should a data architect recommend? Choose 3 answers:

1. **Event monitoring to monitor all user activities**
2. Restrict access to SF from users outside specific geography
3. Prevent Sales users access to customer PII information
4. **Transaction security policies to prevent export of SF Data.**
5. **Encrypt Sensitive Customer information maintained in SF.**

Q7. To address different compliance requirements, such as general data protection regulation (GDPR), personally identifiable information (PII), of health insurance Portability and Accountability Act (HIPPA) and others, a SF customer decided to categorize each data element in SF with the following:

1. Data owner
2. Security Level, such as confidential
3. Compliance types such as GDPR, PII, HIPPA

A compliance audit would require SF admins to generate reports to manage compliance.

What should a data architect recommend to address this requirement?

1. Use metadata API, to extract field attribute information and use the extract to classify and build reports
2. **Use field metadata attributes for compliance categorization, data owner, and data sensitivity level.**
3. Create a custom object and field to capture necessary compliance information and build custom reports.
4. Build reports for field information, then export the information to classify and report for Audits.

Q8. NTO processes orders from its website via an order management system (OMS). The OMS stores over 2 million historical records and is currently not integrated with SF. The Sales team at NTO using Sales cloud and would like visibility into related customer orders yet they do not want to persist millions of records directly in Salesforce. NTO has asked the data architect to evaluate SF connect and the concept of data verification. Which 3 considerations are needed prior to a SF Connect implementation?

Choose 3 answers:

1. Create a 2nd system Admin user for authentication to the external source.
2. **Develop an object relationship strategy.**
3. **Identify the external tables to sync into external objects**
4. **Assess whether the external data source is reachable via an ODATA endpoint.**
5. Configure a middleware tool to poll external table data

Q9. UC has been using SF for 10 years. Lately, users have noticed, that the pages load slowly when viewing Customer and Account list view.

To mitigate, UC will implement a data archive strategy to reduce the amount of data actively loaded.

Which 2 tasks are required to define the strategy? Choose 2 answers:

1. **Identify the recovery point objective.**
2. Identify how the archive data will be accessed and used.
3. **Identify the recovery time objective.**
4. Identify the data retention requirements

Q10. A large Automobile company has implemented SF for its Sales Associates. Leads flow from its website to SF using a batch integration in SF. The Batch job connects the leads to Accounts in SF. Customer visiting their retail stores are also created in SF as Accounts.

The company has noticed a large number of duplicate accounts in SF. On analysis, it was found that certain customers could interact with its website and also visit the store. The Sales associates use Global Search to search for customers in Salesforce before they create the customers.

Which scalable option should a data Architect choose to implement to avoid duplicates?

1. **Create duplicate rules in SF to validate duplicates during the account creation process**
2. Implement a MDM solution to validate the customer information before creating Accounts in SF.
3. Build Custom search based on fields on Accounts which can be matched with customer when they visit the store
4. Customize Account creation process to search if customer exists before creating an Account.

Q11. UC has a classic encryption for Custom fields and is leveraging weekly data reports for data backups. During the data validation of exported data UC discovered that encrypted field values are still being exported as part of data exported. What should a data architect recommend to make sure decrypted values are exported during data export?

1. Set a standard profile for Data Migration user, and assign view encrypted data
2. Create another field to copy data from encrypted field and use this field in export
3. Leverage Apex class to decrypt data before exporting it.
4. **Set up a custom profile for data migration user and assign view encrypted data.**

Q12. Universal containers is implementing Salesforce lead management.  UC Precure lead data from multiple sources and would like to make sure lead data as company profile and location information. Which solution should a data architect recommend to make sure lead data has both profile and location information? Option

1. Ask sales people to search for populating company profile and location data
2. **Run reports to identify records which does not have company profile and location data**
3. Leverage external data providers populate company profile and location data
4. Export data out of Salesforce and send to another team to populate company profile and location data.

Q13. A large retail company has recently chosen SF as its CRM solution. They have the following record counts:

* 2500000 accounts
* 25000000 contacts

When doing an initial performance test, the data architect noticed an extremely slow response for reports and list views.

What should a data architect do to solve the performance issue?

1. Load only the data that the users is permitted to access
2. **Add custom indexes on frequently searched account and contact objects fields**
3. Limit data loading to the 2000 most recently created records.
4. Create a skinny table to represent account and contact objects.

Q14. UC has millions of case records with case history and SLA data. UC’s compliance team would like historical cases to be accessible for 10 years for Audit purpose.

What solution should a data architect recommend?

1. Archive Case data using Salesforce Archiving process
2. Purchase more data storage to support case object
3. Use a custom object to store archived case data.
4. **Use a custom Big object to store archived case data.**

Q15. NTO need to extract 50 million records from a custom object everyday from its Salesforce org. NTO is facing query timeout issues while extracting these records.

What should a data architect recommend in order to get around the time out issue?

1. Use a custom auto number and formula field and use that to chunk records while extracting data.
2. The REST API to extract data as it automatically chunks records by 200.
3. **Use ETL tool for extraction of records.**
4. Ask SF support to increase the query timeout value.

Q16. UC has a variety of systems across its technology landscape, including SF, legacy enterprise resource planning (ERP) applications and homegrown CRM tools. UC has decided that they would like to consolidate all customer, opportunity and order data into Salesforce as part of its master data management (MDM) strategy.

What are the 3 key steps that a data architect should take when merging data from multiple systems into Salesforce? Choose 3 answers:

1. Create new fields to store additional values from all the systems.
2. Install a 3rd party AppExchange tool to handle the merger
3. **Analyze each system’s data model and perform gap analysis**
4. **Utilize an ETL tool to merge, transform and de-duplicate data**.
5. **Work with Stakeholders to define record and field survivorship rules.**

Q17. A customer wants to maintain geographic location information including latitude and longitude in a custom object. What would a data architect recommend to satisfy this requirement?

1. Create formula fields with geolocation function for this requirement.
2. **Create custom fields to maintain latitude and longitude information**
3. Create a geolocation custom field to maintain this requirement
4. Recommend app exchange packages to support this requirement.

Q18. UC has a roll-up summary field on Account to calculate the count of contacts associated with an account. During the account load, SF is throwing an “Unable to lock a row” error.

Which solution should a data architect recommend, to resolve the error?

1. Leverage data loader platform API to load data.
2. Perform Batch job in parallel mode and reduce Batch size
3. **Perform Batch job in serial mode and reduce batch size**
4. Defer roll-up summary fields calculation during data migration.

Q19. UC is migrating individual customers (B2C) data from legacy systems to SF. There are millions of customers stored as accounts and contacts in legacy database.

Which object model should a data architect configure within SF ?

1. **Leverage person account object in Salesforce**
2. Leverage custom person account object in SF
3. Leverage custom account and contact object in SF
4. Leverage standard account and contact object in SF

Q20. UC is planning a massive SF implementation with large volumes of data. As part of the org’s implementation, several roles, territories, groups, and sharing rules have been configured. The data architect has been tasked with loading all of the required data, including user data, in a timely manner.

What should a data architect do to minimize data load times due to system calculations?

1. **Enable defer sharing calculations, and suspend sharing rule calculations**
2. Load the data through data loader, and turn on parallel processing.
3. Leverage the Bulk API and concurrent processing with multiple batches
4. Enable granular locking to avoid “UNABLE \_TO\_LOCK\_ROW” error.

Q21. NTO has 1 million customer records spanning 25 years. As part of its new SF project, NTO would like to create a master data management strategy to help preserve the history and relevance of its customer data.

Which 3 activities will be required to identify a successful master data management strategy? Choose 3 answers:

1. **Identify data to be replicated**
2. **Create a data archive strategy**
3. Define the systems of record for critical data
4. **Install a data warehouse**
5. Choose a Business Intelligence tool.

Q22. UC is migrating data from legacy system to SF. UC would like to preserve the following information on records being migrated:

1. Date time stamps for created date and last modified date.
2. Ownership of records belonging to inactive users being migrated to Salesforce.

Which 2 solutions should a data architect recommends to preserve the date timestamps and ownership on records? Choose 2 answers.

1. Log a case with SF to update these fields
2. Enable update records with Inactive Owners Permission
3. **Enable Set Audit fields upon Record Creation Permission**
4. Enable modify all and view all permission.

Q23. UC has migrated its Back-office data into an on-premise database with REST API access. UC recently implemented Sales cloud for its sales organization. But users are complaining about a lack of order data inside SF.

UC is concerned about SF storage limits but would still like Sales cloud to have access to the data.

Which design patterns should a data architect select to satisfy the requirement?

1. Migrate and persist the data in SF to take advantage of native functionality.
2. **Use SF Connect to virtualize the data in SF and avoid storage limits.**
3. Develop a bidirectional integration between the on-premise system and Salesforce.
4. Build a UI for the on-premise system and iframe it in Salesforce.

Q24. NTO has decided to franchise its brand. Upon implementation, 1000 franchisees will be able to access BTO’s product information and track large customer sales and opportunities through a portal. The Franchisees will also be able to run monthly and quarterly sales reports and projections as well as view the reports in dashboards.

Which licenses does NTO need to provide these features to the Franchisees?

1. Salesforce Sales Cloud license
2. Lightning Platform license
3. Customer Community license
4. **Partner Community license**

Q25. A customer needs a sales model that allows the following:

1. Opportunities need to be assigned to sales people based on the zip code.
2. Each sales person can be assigned to multiple zip codes.
3. Each zip code is assigned to a sales area definition. Sales is aggregated by sales area for reporting.

What should a data architect recommend?

1. Assign opportunities using list views using zip code.
2. Add custom fields in opportunities for zip code and use assignment rules.
3. Allow sales users to manually assign opportunity ownership based on zip code.
4. **Configure territory management feature to support opportunity assignment.**

Q26. US is implementing salesforce and will be using salesforce to track customer complaints, provide white papers on products and provide subscription (Fee) – based support.

Which license type will US users need to fulfil US’s requirements?

1. **Lightning platform starter license.**
2. Service cloud license.
3. Salesforce license.
4. Sales cloud license.

Q27. US has released a new disaster recovery (DR)policy that states that cloud solutions need a business continuity plan in place separate from the cloud providers built in data recovery solution.

Which solution should a data architect use to comply with the DR policy?

1. **Leverage a 3rd party tool that extract salesforce data/metadata and stores the information in an external protected system.**
2. Leverage salesforce weekly exports, and store data in Flat files on a protected system.
3. Utilize an ETL tool to migrate data to an on-premise archive solution.
4. Write a custom batch job to extract data changes nightly, and store in an external protected system.

Q28. (NTO) has multiple salesforce orgs based on geographical reports (AMER, EMEA, APAC). NTO products are in the AMER org and need to be created in the EMEA and APAC after the products are approved.

Which two features should a data architect recommend to share records between salesforce orgs?

Choose 2.

1. Change data capture (CDC)
2. **Salesforce connect.**
3. Federation search
4. **Salesforce 2 Salesforce**

Q29. UC has the following system:

1. Billing system.
2. Customer support system.
3. CRM system.

US has been having trouble with business intelligence across the different systems. Recently US implemented a master data management (MDM) solution that will be the system of truth for the customer records.

Which MDM data element is needed to allow reporting across these systems?

1. **Global unique customer number.**
2. Email address.
3. Phone number.
4. Full name.

Q30. UC has a salesforce org with multiple automated processes defined for group membership process. UC also have multiple admins on staff that perform manual adjustments to the role hierarchy. The automated task and manual task overlap daily and UC is experiencing “Lock errors” consistently.

What should a data architect recommend mitigate these errors?

1. Ask salesforce support for addition CPU power.
2. **Enable granular locking.**
3. Remove SOQL statements from APEX loops.
4. Enable sharing recalculations.

Q31. NTO has a loyalty program to reward repeat customers. The following conditions exists:

1. Reward levels are earned based on the amount spent during the previous 12 months.
2. The program will track every item a customer has bought and grant them points for discount.
3. The program generates 100 million records each month.

NTO customer support would like to see a summary of a customer’s recent transaction and reward level(s) they have attained.

Which solution should the data architect use to provide the information within the salesforce for the customer support agents?

1. Create a custom object in salesforce to capture and store all reward program. Populate nightly from the point-of-scale system, and present on the customer record.
2. Capture the reward program data in an external data store and present the 12 months trailing summary in salesforce using salesforce connect and then external object.
3. Provide a button so that the agent can quickly open the point of sales system displaying the customer history.
4. Create a custom big object to capture the reward program data and display it on the contact record and update nightly from the point-of-scale system.

Q32. NTO has been using salesforce for sales and service for 10 years. For the past 2 years, the marketing group has noticed a raise from 0 to 35 % in returned mail when sending mail using the contact information stored in salesforce.

Which solution should the data architect use to reduce the amount of returned mails?

1. Use a 3rd party data source to update contact information in salesforce.
2. Email all customer and asked them to verify their information and to call NTO if their address is incorrect.
3. Delete contacts when the mail is returned to save postal cost to NTO.
4. Have the sales team to call all existing customers and ask to verify the contact details.

Q33. UC needs to run monthly and yearly reports on opportunities and orders for sales reporting. There are 5 million opportunities and 10 million orders. Sales users are complaining that the report time-outs.

What is the fastest and most effective way for a data architect to solve the time-out issue?

1. Create custom fields on opportunity and copy data from order into those custom fields and run all reports on Opportunity object.
2. Create an aggregate custom object that summarizes the monthly and yearly values into the required format for the required reports.
3. Creates a skinny table in Salesforce, and copy order and opportunity fields into the skinny table and create the required reports on it. ( Skiny table doesn’t support order object fields)
4. Extract opportunity and order data from Salesforce and use a third-party reporting tool to run reports outside of Salesforce.

Q34. UC is rolling out Sales App globally to bring sales teams together on one platform. UC expects millions of opportunities and accounts to be creates and is concerned about the performance of the application.

Which 3 recommendations should the data architect make to avoid the data skew? Choose 3 answers.

1. Use picklist fields rather than lookup to custom object.
2. Limit assigning one user 10000 records ownership.
3. Assign 10000 opportunities to one account.
4. Limit associating 10000 opportunities to one account.
5. Limit associating 10000 records looking up to same records.

Q35. UC has to built a B2C ecommerce site on Heroku that shares customer and order data with a Heroku Postgres database. UC is currently utilizing Postgres as the single source of truth for both customers and orders. UC has asked a data architect to replicate the data into salesforce so that salesforce can now act as the system of record.

What are the 3 considerations that data architect should weigh before implementing this requirement? Choose 23 answers:

1. Consider whether the data is required for sales reports, dashboards and KPI’s.
2. Determine if the data is driver of key process implemented within salesforce.
3. Ensure there is a tight relationship between order data and an enterprise resource plaining (ERP) application.
4. Ensure the data is CRM center and able to populate standard of custom objects.
5. A selection of the tool required to replicate the data.
   1. – Heroku Connect is required but this is confusing

Q36. What 2 data management policies does the data classification feature allow customers to classify in salesforce? Choose 2 answers:

1. Reference data policy.
2. Data governance policy.
3. Data sensitivity policy.
4. Compliance categorization policy.

Q37. UC is migrating from an on-premise homegrown CRM system. During analysis UC users highlight a pain point that there are multiple version of many customers.

What should the data architect do for a successful migration to mitigate the pain point?

1. Have the users manually clean the data in the old system prior to migration.
2. Migrate the data as is and use salesforce is de-duplicating feature.
3. Store the data in a staging data base and de-duplicate identical records.
4. Hire an intern manually de-duplicate the records after migrating to salesforce.

Q38. UC is preparing to implement sales cloud and would like to its users to have read only access to an account record if they have access to its child opportunity record. How would a data architect implement this sharing requirement between objects?

1. Create a criteria-based sharing rule.
2. Implicit sharing will automatically handle with standard functionality.
3. Add appropriate users to the account team.
4. Create an owner-based sharing rule.

Q39. As part of addressing general data protection regulation (GDPR) requirements, UC plans to implement a data classification policy for all its internal systems that stores customer information including salesforce.

What should a data architect recommend so that UC can easily classify consumer information maintained in salesforce under both standard and custom objects?

1. Use App Exchange products to classify fields based on policy.
2. Use data classification metadata fields available in field definition.
3. Create a custom picklist field to capture classification of information on customer.
4. Build reports for customer information and validate.

Q40. NTO has multiple systems across its enterprise landscape including salesforce, with disparate version the customer records.

In salesforce, the customer is represented by the contact object.

NTO utilizes an MDM solution with these attributes:

1. The MDM solution keeps track of customer master with a master key.
2. The master key is a map to the record ID’s from each external system that customer data is stored within.
3. The MDM solution provides de-duplication features, so it acts as the single source of truth.

How should a data architect implement the storage of master key within salesforce?

1. Store the master key in Heroku postgres and use Heroku connect for synchronization.
2. Create a custom object to store the master key with a lookup field to contact.
3. Create an external object to store the master key with a lookup field to contact.
4. Store the master key on the contact object as an external ID (Field for referential imports)

Q41. UC has large amount of orders coming in from its online portal. Historically all order are assigned to a generic user.

Which 2 measures should data architect recommend to avoid any performance issues while working with large number of order records? Choose 2 answers:

1. Clear the role field in the generic user record.
2. Salesforce handles the assignment of orders automatically and there is no performance impact.
3. Create a role at top of role hierarchy and assign the role to the generic user.
4. Create a pool of generic users and distribute the assignment of memory to the pool of users.

Q42. NTO has implemented salesforce for its sales users. The opportunity management in salesforce is implemented as follows:

1. Sales users enter their opportunities in salesforce for forecasting and reporting purposes.
2. NTO has a product pricing system (PPS) that is used to update opportunity amount field on opportunities on a daily basis.
3. PPS is the trusted source within the NTO for opportunity amount.
4. NTO uses opportunity forecast for its sales plaining and management.

Sales users have noticed that their updates to the opportunity amount field are overwritten when PPS updates their opportunities.

How should a data architect address this overriding issue?

1. Create a custom field for opportunity amount that sales users update separating the fields that PPS updates.
2. Create a custom field for opportunity amount that PPS updates separating the field that sales user updates.
3. Change opportunity amount field access to read only for sales users using field level security.
4. Change PPS integration to update only opportunity amount fields when values is NULL.

Q43. NTO uses salesforce to manage relationships and track sales opportunities. It has 10 million customers and 100 million opportunities. The CEO has been complaining 10 minutes to run and sometimes failed to load, throwing a time out error.

Which 3 options should help improve the dashboard performance?

Choose 3 answers:

1. Use selective queries to reduce the amount of data being returned.
2. De-normalize the data by reducing the number of joins.
3. Remove widgets from the dashboard to reduce the number of graphics loaded.
4. Run the dashboard for CEO and send it via email.
5. Reduce the amount of data queried by archiving unused opportunity records.

Q44. UC has a legacy client server app that as a relational data base that needs to be migrated to salesforce.

What are the 3 key actions that should be done when data modeling in salesforce?

Choose 3 answers:

1. Identify data elements to be persisted in salesforce.
2. Map legacy data to salesforce objects.
3. Map legacy data to salesforce custom objects.
4. Work with legacy application owner to analysis legacy data model.
5. Implement legacy data model within salesforce using custom fields.

Q45. UC is using SF CRM. UC sales managers are complaining about data quality and would like to monitor and measure data quality.

Which 2 solutions should a data architect recommend to monito and measure data quality?

Choose 2 answers.

1. Use custom objects and fields to identify issues.
2. Review data quality reports and dashboards.
3. Install and run data quality analysis dashboard app
4. Export data and check for data completeness outside of Salesforce.

Q46. UC has one SF org (Org A) and recently acquired a secondary company with its own Salesforce org (Org B). UC has decided to keep the orgs running separately but would like to bidirectionally share opportunities between the orgs in near-real time.

Which 3 options should a data architect recommend to share data between Org A and Org B?

Choose 3 answers.

1. Leverage Heroku Connect and Heroku Postgres to bidirectionally sync Opportunities.
2. Install a 3rd party AppExchange tool to handle the data sharing
3. Develop an Apex class that pushes opportunity data between orgs daily via the Apex schedule.
4. Leverage middleware tools to bidirectionally send Opportunity data across orgs.
5. Use Salesforce Connect and the cross-org adapter to visualize Opportunities into external objects

Q47. UC has multiple SF orgs that are distributed across regional branches. Each branch stores local customer data inside its org’s Account and Contact objects. This creates a scenario where UC is unable to view customers across all orgs.

UC has an initiative to create a 360-degree view of the customer, as UC would like to see Account and Contact data from all orgs in one place.

What should a data architect suggest to achieve this 360-degree view of the customer?

1. Consolidate the data from each org into a centralized datastore
2. Use Salesforce Connect’s cross-org adapter.
3. Build a bidirectional integration between all orgs.
4. Use an ETL tool to migrate gap Accounts and Contacts into each org.

Q48. A casino is implementing salesforce and is planning to build a customer 360 view for a customer who visits its resorts. The casino currently maintained the following systems that records customer activity:

1. Point of sales system: All purchases for a customer.
2. Salesforce: All customer service activity and sales activity for a customer.
3. Mobile app: All bookings, preferences and browser activity for a customer.
4. Marketing: All email, SMS and social campaigns for a customer.

Customer service agents using salesforce would like to view the activities from all system to provide supports to customers. The information has to be current and real time.

What strategy should the data architect implement to satisfy this requirement?

1. Explore external data sources in salesforce to build 360 view of customer.
2. Use a customer data mart to view the 360 view of customer.
3. Migrate customer activities from all 4 systems into salesforce.
4. Periodically upload summary information in salesforce to build 360 view.

Q49. NTO has decided that it is going to build a channel sales portal with the following requirements:

1. External resellers are able to authenticate to the portal with a login.
2. Lead data, opportunity data and order data are available to authenticated users.
3. Authenticated users many need to run reports and dashboards.
4. There is no need for more than 10 custom objects or additional file storage.

Which community cloud license type should a data architect recommend to meet the portal requirements?

1. Customer community.
2. Lightning external apps starter.
3. Customer community plus.
4. Partner community.

Q50. UC is implementing sales cloud for patient management and would like to encrypt sensitive patient records being stored in files.

Which solution should a data architect recommend to solve this requirement?

1. Implement shield platform encryption to encrypt files.
2. Use classic encryption to encrypt files.
3. Implement 3rd party App Exchange app to encrypt files.
4. Store files outside of salesforce and access them to real time.

Q51. UC developers have created a new lightning component that uses an Apex controller using a SOQL query to populate a custom list view. Users are complaining that the component often fails to load and returns a time-out error.

What tool should a data architect use to identify why the query is taking too long?

1. Use Splunk to query the system logs looking for transaction time and CPU usage.
2. Enable and use the query plan tool in the developer console.
3. Use salesforce’s query optimizer to analyze the query in the developer console.
4. Open a ticket with salesforce support to retrieve transaction logs to e analyzed for processing time.

Q52.The data architect for UC has written a SOQL query that will return all records from the Task object that do not have a value in the WhatId field:

Select id, description, Subject from Task where WhatId != NULL

When the data architect usages the query to select values for a process a time out error occurs.

What does the data architect need to change to make this query more performant?

1. Remove description from the requested field set.
2. Change query to SOSL. ??
3. Add limit 100 to the query.
4. Change the where clause to filter by a deterministic defined value.

Q53. UC recently migrated 1 Billion customer related records from a legacy data store to Heroku Postgres. A subset of the data need to be synchronized with salesforce so that service agents are able to support customers directly within the service console. The remaining non- synchronized set of data will need to be accessed by salesforce at any point in time, but UC management is concerned about storage limitations.

What should a data architect recommend to meet these requirements with minimal effort?

1. Virtualize the remaining set of data with salesforce connect and external objects.
2. Use Heroku connect to bi-directional, sync all data between systems.
3. As needed, make call outs into Heroku postgres and persist the data in salesforce.
4. Migrate the data to big objects and leverage async SOQL with custom objects.

Q54. UC migrating 100,000 Accounts from an enterprise resource planning (ERP) to salesforce and is concerned about ownership skew and performance.

Which 3 recommendations should a data architect provide to prevent ownership skew?

Choose 3 answers:

1. Assigned a default user as owner of accounts, and assign role in hierarchy.
2. Keep users out of public groups that can be used as the source for sharing rules.
3. Assign a default user as owner of account and do not assign any role to default user.
4. Assign “view all” permission on profile to give access to account.
5. Assign a default user as owner of accounts and assigned topmost role in hierarchy.

Q55. UC needs to load a large volume of leads into salesforce on a weekly basis. During this process the validation rules are disabled.

What should a data architect recommend to ensure data quality is maintained in salesforce.

1. Activate validation rules once the leads are loaded into salesforce to maintain quality.
2. Allow validation rules to be activated during the load of leads into salesforce.
3. Develop custom APEX batch process to improve quality once the load is completed.
4. Ensure the lead data is preprocessed for quality before loading into salesforce.

Q56. UC is building a salesforce application to track contacts and their respective conferences that they have attended with the following requirements:

1. Contacts will be stored in the standard contact object.
2. Conferences will be stored in a custom conference\_\_c object.
3. Each contact may attend multiple conferences and each conference may be related to multiple contacts.

How should a data architect model the relationship between the contact and conference objects?

1. Implement a Contact Conference junction object with master detail relationship to both contact and conference\_\_c.
2. Create a master detail relationship field on the Contact object.
3. Create a master detail relationship field on the Conference object.
4. Create a lookup relationship field on contact object.

Q57. UC has a requirement to migrate 100 million order records from a legacy ERP application into the salesforce platform. UC does not have any requirements around reporting on the migrated data.

What should a data architect recommend to reduce the performance degradation of the platform?

1. Create a custom object to store the data.
2. Use a standard big object defined by salesforce.
3. Use the standard “Order” object to store the data.
4. Implement a custom big object to store the data.

Q58. NTO has outgrown its current salesforce org and will be migrating to new org shortly. As part of this process NTO will be migrating all of its metadata and data. NTO’s data model in the source org has a complex relationship hierarchy with several master detail and lookup relationships across objects, which should be maintained in target org.

What 3 things should a data architect do to maintain the relationship hierarchy during migration?

Choose 3 answers:

1. Use data loader to export the data from source org and then import or Upsert into the target org in sequential order.
2. Create a external id field for each object in the target org and map source record ID’s to this field.
3. Redefine the master detail relationship fields to lookup relationship fields in the target org.
4. Replace source record ID’s with new record ID’s from the target org in the import file.
5. Keep the relationship fields populated with the source record ID’s in the import file.

Q59. UC has millions of Cases and are running out of storage. Some user groups need to have access to historical cases for up to 7 years.

Which 2 solutions should a data architect recommend in order to minimize performance and storage issues?

Choose 2 answers:

1. Export data out of salesforce and store in Flat files on external system.
2. Create a custom object to store case history and run reports on it.
3. Leverage on premise data archival and build integration to view archived data.
4. Leverage big object to archive case data and lightning components to show archived data.

Q60. What should a data architect do to provide additional guidance for users when they enter information in a standard field?

1. Provide custom help text under field properties.
2. Create a custom page with help text for user guidance.
3. Add custom help text in default value for the field.
4. Add a label field with help text adjacent to the custom field.