Quizlet

Platform App Builder Cert

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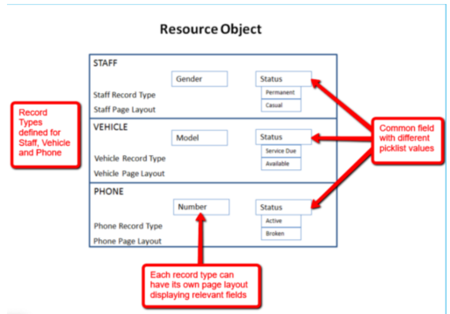
1. **...**



In this example, the resource object has 3 record types defined. Staff, Vehicle, and Phone are different kinds of resources. You use one object and define 3 record types. Each record type has different picklist values for status. Each record type has a different page layout defined and assigned, so that only relevant fields are displayed. I.e., only Gender field is displayed for Staff rt

2. **3 Custom Objects - how do I get a roll up summary from Grand Child to Parent?**

Create a roll up summary field on Child and Parent

3. **500 Characters on Separate Lines - which fields?**

Text Area (Long)

Text - single line of text
Text Area field - up to 255 on seperate
Text Area (Long) - up to 131,072
Richt Text - up to 131,072 + markup

4. **Access**

Objects: CRED (profiles) (read, Create, Edit, Delete, View All/Modify All)
Records: Read or Read/Write
Fields: Visible, Read-Only, or Required

5. **An admin is not able to change the field type of a custom field. Why?**
A. The field is referenced in Process Builder
B. The field is referenced in a list view
C. The field is referenced by a flow
D. The field is set as an external ID
E. The field is referenced in Apex or Visualforce page

A The field is referenced in Process Builder
C. The field is referenced by a flow
E. The field is referenced in Apex or a Visualforce page

6.	**An Admin is not able to change the field type to a custom field. Why?** **A. Referenced by a flow** **B. Referenced by Apex or Visualforce** **C. Referenced in a list view** **D. Set as an external ID** **E. Reference in Process builder**	A. Field is referenced by a flow B. Referenced by Apex or Visualforce D. Process builder It is not possible to change data type of field referenced in Setup: visualforce, apex, process builders, flow. List views of external ID can be changed.
7.	**An admin needs to set up different resources for different departments - includes laptops, tablets, and phones. Although the different types of resources share common fields such as serial number and purchase date, they also have fields that are unique to each type.** **A. Use one standard object and use record types** **B. Create a custom object for each resource type** **C. Create one custom object and use record types** **D. Use standard object to store the resource data**	A. One standard object and use record types B. Create one custom object and use record types You could use Assets here - that would be the standard Also custom object
8.	**An App Builder at UC wants to include a new Visualforce page on the mobile navigation menu. What solution can the App Builder recommend for this requirement?** **A. Add the new visualforce page to the smart search items section of the nav menu** **B. Move the visualforce tab to the top of the navigation list** **C. Create a new lightning app tab and include the app in the navigation menu** **D. Create a new visualforce tab and then add the tab to the navigation menu**	D. Create a new visualforce tab and then add the tab to the navigation menu Before you can include Visudalforce pages, Lightning Pages, or Lightning components in the Salesforce app nav menu, a new tab must be created for them
9.	**Approval Actions**	-Define actions for submission, final approval, recall, rejection -Create a Task, Email Alert, Knowledge Action, Field Update, Outbound message -Record is locked on initial sub -Record can be unlocked or lock on final approval or reject -Record is unlocked by default on recall

10. **Approval Salesforce Mobile App**

Mobile:

-Approval requests cannot be recalled. Approval requests cannot be reassigned. A record thats locked for approval cannot be unlocked.

-Mobile app notifications arent sent to queue or delegates. You have to assign individual users as assigned approvers so they see it in the mobile app.

-Can support desktop, mobile, android or iOS or chatter

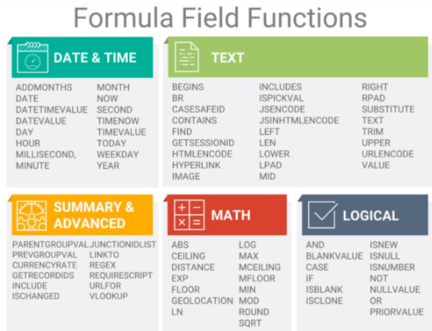
-To assign both to approvers and queue you need to select automatically assign to approvers.

-Mobile always prompts for comments after a user taps Approve or Reject

11. **Are namespaces used in unmanaged packages?**

No

12. **Be familiar with the Formula Field Functions**



Date/Time
TEXT
Summary & Advanced
MATH
Logical

13. **Best way to invoke a custom report from the account detail page?**

Detail Page Button
Detail Page Link

14. **Can a checkbox be a dependent field?**

NO.

15. **Can a flow be used to delete a record?**

Yes.

16. **Can a M:D Record be Reparented?**

By default, records can't be reparented in master-detail relationships. Administrators can, however, allow child records in master-detail relationships on custom objects to be reparented to different parent records by selecting the Allow reparenting option in the master-detail relationship definition.

17. **Can an external object be created with a process?**

Yes, an external object can be created in Salesforce using Salesforce Connect The external object would allow accessing data stored in the external order management system. Flows can look up external data as well as Salesforce data. External objects are supported by event processes, invocable processes, screen flows, and auto launched flows.

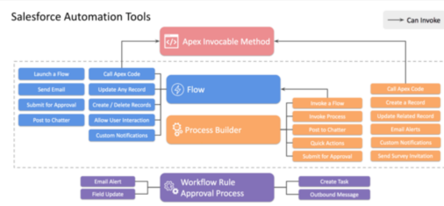
18. **Can Approvals be done via Chatter in Mobile?**

NO

19. **Can Custom objects on the detail side of a master-detail relationship have a queue?**

NO. The Owner field on the detail and sub-detail records is not available and is automatically set to the owner of the master record. Custom objects on the "detail" side of a master-detail relationship can't have sharing rules, manual sharing, or queues, as these require the Owner field.

20.	**Can External ID Fields be standard?**	No, must be custom. Can be case sensitive.
21.	**Can Joined Reports be added to a Dash?**	Yes - it needs to contain a chart. You dont have to create something separate in LE.
22.	**Can role hierarchy grant more access than base level permissions in user profile?**	NO
23.	**Can Standard Objects be on the detail side of a custom object?**	NO. Standard objects can't be on the detail side of a custom object in a master-detail relationship.
24.	**Can WFR create records?**	NO
25.	**Can you change an Auto Number Field?**	-If you convert an auto-number field into a text field, the data in that field remains unchanged. -Also, you can safely convert a text custom field into an auto-number field without losing your data. -Converting an auto-number field into any other data type results in data loss. -Auto-number fields can contain a maximum of 30 characters. Before converting a text custom field into an auto-number field, change any records that contain more than 30 characters in that field.
26.	**Can you change the data type of a field that is mapped for lead conversion?**	No You can't change the data type of any custom field that is mapped for lead conversion.
27.	**Can you convert a formula field?**	Formula fields are special read-only fields that cannot be converted to any other data type. Likewise, you cannot convert any other field type into a formula field.
28.	**Can you create a 3 column Lightning Page?**	NO. Visualforce.
29.	**Can you do roll up summary fields in two object m:d relationships?**	Roll-up summary fields work as in two-object master-detail relationships. A master can roll up fields on detail records; however, it can't directly roll up fields on subdetail records. The detail record must have a roll-up summary field for the field on the subdetail record, allowing the master to roll up from the detail's roll-up summary field.
30.	**Can you put a roll up summary field on Account and Contact?**	NO Opp/Opp Product Acct/Opp Campaign/Campaign Members
31.	**Can you reparent M:D relationships? Considerations**	By default, records can't be reparented in master-detail relationships. Administrators can, however, allow child records in master-detail relationships on custom objects to be reparented to different parent records by selecting the Allow reparenting option in the master-detail relationship definition.
32.	**A change set can be moved between which types of orgs?**	Any 2 sandboxes that belong to the same prod org A sandbox and the associated prod org Change sets can only be sent between orgs that are affiliated with a prod org

33. **Chatter Approvals**	-Enable Allow Approvals in Chatter settings (users can opt out in personal chatter settings) -Only supported on objects that have feed tracking -Approval posts CANNOT be deleted in the user interface, can only delete through API -Only approvers see approval button, only approvers see approver name, only users with access to the approval record see the request post
34. **Choosing an automation tool based on complexity**	Single If Then: Workflow and Approval Multiple If/Then: Process Builder Complex Business Process: Flow
35. **The company would like to allow managers to approve travel requests via email. Which is true regarding email approval processes?** **A. Approvers must have the API Enabled system permission** **B. Approval comments can not be put in email response** **C. Approvers must click a link on the approval email to respond** **D. If the request is rejected, the approver must add on the rejection comments in Salesfroce**	A. Approvers must have the API Enabled system permission In order to allow users to respond to email requests you have to do API enabled. The Enable Email Approval Response also needs to be enabled by going to "Process Automation Settings" in Setup. You can send approval responses via email with approval or rejection decision in the first line and comments in the second line. Approvers can click the link in the approval email to go to salesforce, but thats not required
36. **Compare the different automation tools**	 Process Builder can invoke a flow, or Apex Code, update related records, send a survey invitation, email alerts. Work in the background. Flow can call Apex Code, delete records, update ANY record - it can retrieve stuff - Launch a flow. Can send email. Allow user interaction. Query.
37. **Considerations for field updates:**	-Stage, Amount, Close Date, and Status on contracts can affect the values of other fields. -A user cannot be deactivated if referenced -Field updates that change value to blank cannot be required -Read only fields, language picklist, activity fields like related to and private cannot be updated by field updates -Field updates occur before email alerts, tasks, and outbound messages -Validation, assignment auto-resposne and escalation rules are NOT triggered by field update

38. **Converting Relationships Considerations**	Converting Relationships -You can convert a master-detail relationship to a lookup relationship as long as no roll-up summary fields exist on the master object. -Converting a master-detail relationship to a lookup for a custom object on the "detail" side, changes the organization-wide default for the object to public read/write. -You can convert a lookup relationship to a master-detail relationship if the lookup field in all the records contains a value. -Converting a lookup to a master-detail-relationship changes the organization-wide default to Controlled by Parent and the sharing model is updated to public read/write.
39. **Create a custom ui for LE, Extend the Salesforce app with custom functionality, Build apps with sophisticated UI using CSS, invoke client sided functionality in LE, Override standard actions in LE, Build a sophisticated UI in LE community**	Custom Lightning Components
40. **Create a custom user interface, report with custom formate, define custom navigation patterns**	Visualforce
41. **Create a custom Web Service, Create a custom Email Service, Create a Complex Validation**	Apex
42. **Criteria Based Sharing Rules**	A criteria-based sharing rule determines with whom to share records based on field values. For example, you have a custom object for job applications, with a custom picklist field named "Department." A criteria-based sharing rule could share all job applications in which the Department field is set to "IT" with all IT managers in your organization. You can create criteria-based sharing rules for accounts, assets, campaigns, cases, contacts, leads, opportunities, work orders, and custom objects. For the sharing criteria, record types and these field types are supported. Auto Number Checkbox Date Date/Time Email Lookup Relationship (to user ID or queue ID) Number Percent Phone Picklist Text Text Area URL

43. **Custom object A and B need to be in a master-detail relationship, not in a lookup. What do you need to investigate?** **A. A number of existing master-detail relationships in Object B** **B. Validation rules applicable to the existing lookup field on Object B** **C. Existing roll up summary fields on object A** **D. Number of null values in the existing lookup field on Object B**	A. Number of existing master-detail relationships on object B D. Number of null values in the existing lookup field on object B Roll up summaries only exist in master-detail relationships.
44. **Custom tabs allow custom object data or other web content to be displayed in Salesforce. What kind of custom tabs can be created in Lightning Experience?** **A. Standard Object Tab** **B. Lighting Page Tab** **C. Visualforce Tab** **D. HTML Tab** **E. Custom Object Tab**	Custom Tabs can included Web Tabs, Lightning Component Tabs, Lightning Page Tags, Visualforce Tabs, Custom Object Tabs A custom tab cannot be created for standard objects. HTML tab does not exist.
45. **Data Import Wizard can import the following::**	Accounts, Contacts, Leads, Solutions, Campaign Members, Person Accounts, and Custom Objects Can do dupes Insert, Update, Upsert NO saved field mapping
46. **Define a Roll-Up Summary**	A roll-up summary field is a type of custom field available on the master record in master-detail relationships. It can display calculation based on the detail/child records related to the master. I can display calculation based on the detail/child records related to the master. "read-only fields that calculate summary data without code" Functions: Count SUM Min Max
47. **Define Lookup Relationship**	This type of relationship links two objects together, but has no effect on deletion or security. Unlike master-detail fields, lookup fields are not automatically required. When you define a lookup relationship, data from one object can appear as a custom related list on page layouts for the other object. See the Salesforce online help for details.
48. **Define Master-Detail (1:n)**	Master-Detail (1:n) — A parent-child relationship in which the master object controls certain behaviors of the detail object:

49.	**The definition of the roll up summary has three parts:**	Summarized Object: Dropdown list that consist of all the child objects of the master object that can be summarized. Its does not display any object linked through a lookup relationship Roll Up Type: -Number, currency, and percent fields are avail for SUM. -Number, currency, percent, date, date/time fields are available for Min or Max calculations -Count simply displays a record count Filter Criteria: By default, all records are included in the calculation. Alternatively, filter criteria can be specified so that only certain records are included in the calculation.
50.	**Delegated Approvers**	-Alternate approver -Recieves the same request -CANNOT reassign approval requests -Only approve or reject
51.	**Dependent Picklist considerations**	-Custom picklist fields can be either controlling or dependent fields. -Standard picklist fields can be controlling fields, but not dependent fields. -Multi-select picklist fields can be dependent, but not controlling fields. -You can set default values for controlling fields but not for dependent picklists. -If your org uses record types, choose a record type to test how it affects your controlling and dependent picklist values. The record type and the controlling field together determine what values are available in the dependent picklist. For example, a dependent value is only available if it's available in the selected record type and the selected controlling value.
52.	**Deployment Plan Steps**	-Announce a maintenance window -Validate change sets -Lock users out of production -Deploy change sets -Perform manual changes -Verify functional changes -Unlock users
53.	**Descibe the different types of relationships that can be used when configuring a data model**	Lookup Relationship Master-Detail Relationship Many-to-Many Relationship Hierarchical Relationship
54.	**Describe Package Development**	In package development, you manage different customizations as separate packages, not as one big release of changes to the org. Remember how in change set development you manage a set of changes from multiple projects as though they're going into one container? When releases become so complex that it makes sense to manage the org as multiple containers, it's time to move to the package development model. If your team is already building modular release artifacts on other platforms, they'll find some similarities working in package development.
55.	**Describe the Detail Side**	When you define a master-detail relationship, the custom object on which you are working is the "detail" side. Its data can appear as a custom related list on page layouts for the other object.
56.	**Describe the org development model**	In the org development model, however, the team can get a major change management improvement by externalizing the changes they're making. They can use the Salesforce CLI to extract metadata from a development environment to integrate with a version control system (VCS).

57. **Describe types of picklists**

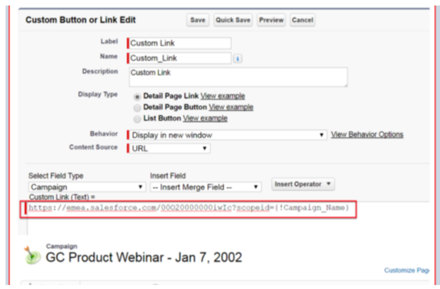
We have three types of picklists:StandardCustomCustom Multi-Select
And picklist fields can have the following properties:RestrictedDependent or Controlling
Values can be defined three ways:Set individual values when you create the picklist. These are specific to a single picklist field.Use the built-in set of values for the standard picklist fields that come with your Salesforce org.Create a global value set. A global value set is a custom set of values you create to share with more than one picklist field.

58. **A developer is unable to use a field name Sequence Number on the Account object for a workflow field update. Why?**
A. Field is a Text(Encrypted) field
B. Field is an auto-number field
C. Field is an external ID
D. Field is a Formula Field

B. Auto Number Field
D. Field is a Formula Field

Read only like formula or autonumber are NOT available for field updates. Encrypted and External ID can be updated.

59. **A developer wants to open a report from the campaign page and filter the report by name of campaign, how?**

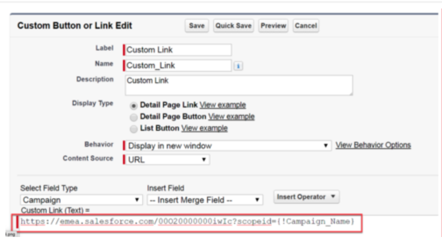


Use a custom link using the URL of the report.

Custom link can contain parameter. You could use a formula or field but the custom link is the easiest.

"Custom Button or Link"

60. **A developer wants to open a report from the campaign page and filter the report by the name of the campaign. What is the most efficient way to accomplish this?**
A. Use a custom link using the URL of the report
B. Create a URL field and populate it with the report link
C. Create a custom action using the URL of the report
D. Create a formula field that uses huperlinks



A. Use a custom link using the URL of the Report.

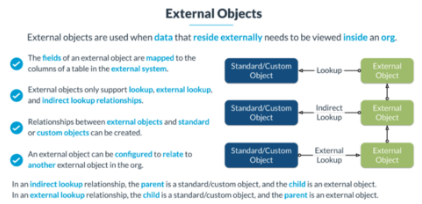
The custom link can contain the URL of the report and parameter using the campaign name field. Although it is possible to use a formula or URL field to achieve the same result, Salesforce only allows a limited number of customer fields per object. For this reason, if a custom link can provide the same functionality, its a better solution.

Custom Link allows you to create the formula to make it work.

61. **A developer wants to specify the objects that users can access. What can you use to do that?**

B. Profiles
C. Permission Sets

62. **A dev has created a formula field on the Opportunity Product object to display the discounted amount with a product. There is a requirement to display the total discounted amount of the related products on every opp. Which is true re roll up summaries?** **A. A roll up summary field can be used if the formula does not contain the DATEVALUE, NOW, or TODAY functions** **B. It is not possible to use a roll-up summary field** **C. A roll-up summary field can be used if the formula does not contain functions** **D. A roll up summary field can be used if the formula only refers to fields on the opportunity product object**	A. A roll up summary field can be used if the formula does not contain DATEVALUE, NOW, or TODAY D. A roll up summary field can be used if the formula only refers to fields on the Opportunity Product object You cant have the formula referring to fields on other other related object. It cant jump. Also cant do those date functions.
63. **Dev is asked to include the Birthdate field in the Contact hover details layout. How?** **A. Modify the Contact compact page layout properties** **B. Design a visualforce page with a Standard Controller** **C. Modify the properties of the contact mini page layout** **D. Modify the search layout**	Classic - the hover detail layout can be changed by modifying the contact mini page layout In LE, the first few fields added to a compact layout appear in the expanded lookup card displayed
64. **Difference between a dependent lookup and a required lookup**	-A dependent lookup is a relationship field with a lookup filter that references fields on the source object. When the field is updated to a value that does not meet filter criteria, cannot be saved. -in Salesforce Classic - a lookup filter can be required or optional. Only values that match the lookup filter criteria appear in the lookup dialog initially (in optional they could see all results). In LE all lookup filters are required.
65. **Does field level security affect field updates?**	No, field updates can still happen/not affected. Field updates are tracked in the History related list if history tracking is on. Information in related lists may be affected by field update.
66. **Does field level security override View All or Modify All?**	YES. Field level security will override the Modify All Data and View All Data permissions
67. **Do page layouts need to be made before or after associated the record type**	Before
68. **Do Validations rules apply when a record is created with Quick Create?**	NO. Validation Rules dont apply when a record is created with Quick Create.
69. **External IDs**	up to 25 External ID fields on an object Field type must be number, text, or email All are indexed
70. **External Object Capabilities**	Creation of fields, page layouts, compact layouts, search layouts, custom buttons, links, and actions, tabs, detail pages, visualforce pages, Apex SObject types, REST/SOAP API Access LIMITATIONS: no formula fields, workflow rules, validation rules, approval processes
71. **External Object Look Up Types**	External Lookup - allows relating a parent external object to a child standard, custom, or external object Indirect - Allows relating a parent standard or custom object to a child external object

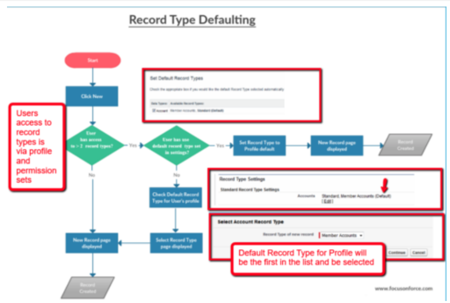
72. **External Objects**	 Used when data resides externally and needs to be viewed inside the org.
73. **External Objects use what kind of data service?**	External Objects in the form of OData Service to render this data as Salesforce objects. The data from the source application must be exposed as an OData service. OData - Open Data Protocol - Salesforce supports OData 2.0 and OData 4.0.
74. **A few users need to inspect and work on flow interviews that have been paused - how?**	A. Create a sharing rule to provde read/write access for flow interviews to a public group consisting of the users D. Users should be allowed to resume flow interviews in Process Automation Settings in Set up
75. **Field Access**	Set on User Profiles and Permission Sets Fields can be set to Not Visible or Read Only Not visible means they wont see the field on record detail pages, edit, related lists, list views, reports, email and merge templates You can use a combo of page layouts and field level security settings (but most restrictive of two applies) -A field thats required in a page layout but is read-only in the field level security remains read-only since field level security overrides page layout
76. **Field accessibility can be set as:**	Visible, Read-Only, or Required
77. **A field does not display any picklist values, even though picklist values exist. What could cause this?**	The object has record types defined and no values were moved over for that record type.
78. **Flow parts**	Resources: containers that hold data values Elements: define the behavior of the flow. I.e., Screen, Create Records, Get Record, Apex Action Connectors: are the paths defined between the various elements that represent the order of execution Start element: marks the beginning of a flow. When a new flow is created, it is added automatically Error Handling: fault paths can be added to elements that can fail. i.e., an update records element which can fail can be linked with a core action that sends an email using a fault connector

79.	**Flow Resources**	Variable - Can be used to store a value that can be changed throughout the flow. Can be specified. Can allow multiple values. Constant - a Constant can store a fixed value which can be used throughout the flow Formula - A formula can be used to calculate a value in the flow. The data type for the returned value can be specified. Text Template - A text template can store text that can be changed and used throughout the flow. HTML tags can be used to format the text Choice - screen component, radio buttons, multiselect Record Choice Set - can be used to create a set of choices by using a filtered list of records Picklist Choice Set - create a set of choices by using the values of a picklist field Stage - This resource can be used to define stages that represent the users progress through the flow. I.e., Payment details, shipping details, order confirmation
80.	**Flow screen components**	Address Checkbox Currency Date Text URL Display File Upload Can validation user input in a flow screen and give an error message. "Validate input"
81.	**Flows that are invoked by a process must be what?**	must be autolaunched and active
82.	**A formula field can be based on which types?**	Checkbox Currency Date Date/Time Number Percent Text Time

83.	**GC noticed that the actions available in the Chatter Feed on the home page and Shipment detail page are different. Why?** **A. The shipment object has a publisher layout defined** **B. The global publisher layout has been overridden on the Shipment page layout** **C. Different actions have been added to the custom button section on the Shipment page layout** **D. The shipment page layout uses a different global publisher layout**	B. The global publisher layout has been overriden on the Shipment page layout In order to define object specific actions in the publisher, the global publisher layout must be overridden. Then any actions defined on the object can be added to the publisher.
84.	**Global Containers would like to see a Red/Yellow/Green Traffic light representation on Opp detail page? How?** **A. Formula Field** **B. Text Rich** **D. Image**	A. Formula Field An image stored in documents can be displayed conditionally using a formula field that uses the IMAGE() function
85.	**Global value sets (picklist)**	Global value sets let you share the same picklist values with more than one picklist field. Consistency of values across more than one picklist makes it easier to enter the right values, and your data is more reliable. As you change the values in a global value set, the revised values show up in all the picklists using it Global value sets are always restricted. You can't convert them to unrestricted.
86.	**How any groups can be added to a Lightning Table?**	2 groups, 200 records, 10 columns. This can display tabular info.
87.	**How are Custom Record Pages unlike Home Pages in Lightning App Builder?**	Unlike the Home page, custom record pages are not only supported in Lightning Experience on desktop but also in the Salesforce mobile app. We're going to create a record page using a template, then check out how it looks on a desktop and on a phone.
88.	**How can a flow be started?**	-Custom button -Custom link -Visualforce page -Apex -Process builder -Custom tab -Flow URL -Object Specific Action When starting a flow, parameters can be passed such as a merge field from a record.
89.	**How can a flow run without running into issues with sharing?** **A. Run as Administrator** **B. Set the flow to run in a system context without Sharing**	B. Set the flow to run in system context without sharing

90.	**How can an approval request be triggered?** **A. A user clicks a button or link** **B. A workflow rule is executed** **C. A process that includes a "Submit for Approval" action is executed** **D. An escalation action** **E. Apex code uses an approval process**	A. A user clicks a button or link C. A process that includes a Submit for Approval action is executed E. Apex code uses an approval process Approvals can come from button, process, flow, or Apex. No workflow rules.
91.	**How can custom record pages be assigned?**	Org Default - record page displays for an object unless more specific assignments are made App default- page assignment if specified overrides the org defaults App, record type, profile - this is where you can set it to override org and app defaults
92.	**How can the value of an attribute be retained while a user moves between flow screens?**	The attribute can be added to both the 'inputs' and 'outputs' tab in the screen component.
93.	**How can unmanaged packages be distributed or controlled?**	Link/URL or AppExchange. Cannot be controlled as the link can be used by anyone.
94.	**How can workflow rules automate Chatter?**	Workflow rules can automate Chatter tasks using groups, group memberships, topics, and topic assignments. For example, auto-emails can be sent to a group owner when a member leaves.
95.	**How can you control when a component appears on a Lightning record page?**	You can, by adding component visibility filter conditions and logic to its properties. Component visibility properties appear when you select a component on a record, app, or Home page in the Lightning App Builder. This behavior applies to standard components, custom components, and components from AppExchange. No need to do anything to your custom components. It's all handled by the Lightning App Builder. If you don't define a filter, the component displays on the Lightning page as usual. When you define one or more filters and set the filter logic for a component, the component is hidden until the filter logic criteria are met.

96.	**How can you define M:D Relationships?**	You can define master-detail relationships between: -custom objects or -between a custom object and a standard object. However, the standard object cannot be on the detail side of a relationship with a custom object. In addition, you cannot create a master-detail relationship in which the User or Lead objects are the master. When you define a master-detail relationship, the custom object on which you are working is the detail side. Its data can appear as a custom related list on page layouts for the other object.
97.	**How can you make a field mandatory? (Select 3) 1. Creating a validation rule for the field 2. Check the required field box for the field on the record type 3. Check the required field box on the page layout. 4. Create a Workflow Rule 5. Check the required field box on the field definition**	1. Creating a validation rule for the field 3. Check the required field box on the page layout. 5. Check the required field box on the field definition
98.	**How can you make Schema Builder run faster?**	A. Select "Hide Relationships" opion B. The map can be used to navigate to objects of interest C. The filter can be used to only display objects of interest D. Fields can be hidden and only the objects can be displayed E. Performance can be improved by selecting the hide grids option
99.	**How can you retain created date of account records upon import?**	Enable "set audit fields upon record creation" setting in setup. Lets you do Created by and Last Modified By via the API
100.	**How can you use groups?**	You can use groups in the following ways. -To set up default sharing access via a sharing rule -To share your records with other users -To specify that you want to synchronize contacts owned by other users -To add multiple users to a Salesforce CRM Content library -To assign users to specific actions in Salesforce Knowledge
101.	**How can you use Many to Many relationships?**	-You can use master-detail relationships to model many-to-many relationships between any two objects. -A many-to-many relationship allows each record of one object to be linked to multiple records from another object and vice versa. -For example, you create a custom object called "Bug" that relates to the standard case object such that a bug could be related to multiple cases and a case could also be related to multiple bugs. =To create a many-to-many relationship, simply create a custom junction object with two master-detail relationship fields, each linking to the objects you want to relate. See the Salesforce online help for details. Custom objects with two master-detail relationships are supported in API version 11 and later.

102. **How does tracking metadata changes in a release help you avoid problems when you release change set to a new environment?** **A. Some metadata components might not be available in Metadata API, so they have to be migrated manually** **B. It ensures that the developers have met the design specifications** **C. Its useful to track which metadata components are used most frequently in releases** **D. The team changing hte most metadata wins!**	A. Some metadata components might not be available in Metadata API, so they have to be migrated manually
103. **How do Record Type assignments work**	 Record type assignment specifies which record types a user can use when creating or editing records. Any user can view records with that record type, even if it's not assigned to them. Record Types do not have restrictive ability in terms of object or record access. It improves data quality but doesn't restrict
104. **How do you highlight totals in a report?** **1. Formula Field** **2. Roll-up summary field** **3. Custom summary field** **4. Summary totals**	4. Summary Totals READ the question
105. **How is Record Type access determined?**	Defined at the Profile Level or through Permission Sets. Permission sets can only grant access to custom record types. Users can view records of any record type, as long as they have access to the object All users who have at least read access to the object may be able to view records of any record type, even if their profile doesn't have record types assigned to them. The org wide default sharing settings will determine their read and write access to records they don't own. Profile cannot override these settings.
106. **How many custom detail levels can you have?**	Up to 3
107. **How many custom detail levels can you have?**	You can have up to three custom detail levels. Multilevel master-detail relationships do not support division transfers.

108. **How many relationships can a custom object have?**	Each custom object can have up to two master-detail relationships and many lookup relationships. Each relationship is included in the maximum number of custom fields allowed.
109. **How many times can an object appear in multilevel M:D relationships?**	An object can appear once in multilevel master-detail relationships. For example, a subdetail object in one multilevel master-detail relationship can't also be the owner of the master object in another multilevel master-detail relationship. A subdetail object can't also be the master object of the subdetail object's detail object.
110. **How would a customer request for pricing of a different product grouping to be tracked?**	Quotes
111. **The HR Department is considering to use Salesforce for managing performance reviews for employees. Manager ONLY should see. What to do?** **A. Manual Sharing** **B. Manager Group Sharing** **C. Permission Sets** **D. Role Hierarchy**	A. Manual Sharing This is a GOTCHA. Manager group sharing would not work as it would share with the employees manager and indirect manager. Role hierarchy is also bad.
112. **If a master picklist value is deactivated what happens?**	If a master picklist value is deactivated, the old values on existing records can be maintained.
113. **If you want to replace some values using a function, how can you do that?**	Use SUBSTITUTE CHANGE and REPLACE do not exist. HYPERLINK displays a link and link text
114. **Impact of Relationships on Reports**	The type of relationship you create affects which standard report types are available and how they are categorized. These report types determine which related objects can be included in the report: -Lookup relationships allow data from the two related objects to be joined in one report. -Master-detail relationships allow data from three objects to be joined in one report: the master object, the detail object, plus one other lookup object. If the detail object has multiple lookup relationships, a separate report type is available based on each lookup. Many-to-many relationships provide two standard report types that join the master objects and the junction object. The report types are: --"Primary master with junction object and secondary master" in the primary master object's report category. --"Secondary master with junction object and primary master" in the secondary master object's report category. The order of the master objects in the report type is important. The master object listed first determines the scope of records that can be displayed in the report.

115. **Important things to know about deleting values**	-Decide whether to replace the value or leave it blank. If you replace it with a blank value, existing records will not display the value anymore. -To keep the value on existing records, use Deactivate, instead of Del. -Deleting a value in a picklist goes to the background jobs queue. When the job completes, your picklist is updated and you're notified by email. -If you replace a parent value in a controlling picklist, the picklist dependency on that value is lost. After replacing the parent value, re-create the dependency using the new parent value. -To replace a value, create the new value first. Then click Replace to start the process.
116. **In a data model object A is related to B, B is related to C. How will a developer create a report to include fields of A & C? 1. Create a custom report with A and C fields as the relationship already exists 2. Create a custom report type with A,B and C, and use it in the report. 3. Report cannot be created 4. Create lookup relationships between A,B and C**	2. Create a custom report type with A,B and C, and use it in the report.
117. **In a flow almost all fields from the source record will need to be copied into the new record. How would an app builder configure "get record" element to store record fields for this use case?**	B. Set element to automatically store all fields Automatically store all fields option will cause the element to store all fields in the record, which is the appropriate config since we need almost all of the fields. "How to Store Record Data" - all fields, choose fields and let salesforce do the rest, choose fields and assign variables
118. **In a Master Detail relationship, where is the owner field?**	The Owner field on the detail object is not available and is automatically set to the owner of its associated master record. Custom objects on the detail side of a master-detail relationship cannot have sharing rules, manual sharing, or queues, as these require the Owner field.
119. **In terms of the order of execution, what must be taken into account when using Validation rules & Workflows?**	Validation rules fire before Workflow rules therefore will not catch any data that does not abide by your Validation rules.
120. **Is Address a field type?**	No
121. **Is Grant Access Using Role Hierarchies checked for standard objects?**	YES, its always checked. So if you get asked about role hierarchies, its define the hierarchy and set to private. Its already checked.
122. **Joined Report Capabilities**	-Report blocks can be renamed, and its order rearranged -Existing unjoined reports can be converted into joined reports -Fields from different blocks can be referenced by using cross block summary formulas -Report types can only be joined if they share common fields with each other -The principle report type (the report type of the first block) can be changed -Data can only be group across all blocks by common fields

123.	**Joined reports DONT SUPPORT:**	Bucket Fields Cross filters Rows to Display filters Conditional highlighting Reporting snapshots Report subscriptions
124.	**Key differences between flow and process builder**	Process builder can create records but its not capable of creating multiple records dynamically Flow can do multiple dynamically - in this case multiple commission records created for each member of the team
125.	**Leads can do what?**	-Leads can be automatically assigned to users or queues -Queues can be created to prioritize and assign leads to marketing or sales teams
126.	**Lightning Components in Flows**	You CAN do it - screen component associated with the desired lightning component can be added to a screen element in a flow in order to get it in there. ONLY works for Lightning flow runtime. Default headers can be removed by deselecting show header. My Domain needs to be set up.
127.	**Limitations of External Objects in Salesforce:**	-Validation Rules -Worklow Rules -Process Builder -Approval Process -Record Types -Record level security -Triggers -Roll up Summary fields -Activities -Notes/Attachments -Merge fields -Field history tracking -Certain custom fields i.e., rich text, location -Flows
128.	**Limitations of field level security**	-Does NOT prevent searching on values in a field protected by field level security. The record will be returned in search results without the protected fields.
129.	**Master Detailed relationship on Job Application object to the Job Position Object. A custom field has been created on the Job Position object to store the duration of the position in Days. What do you need to create a report that shows duration of the apps created this year by each recruiter?** **A. Matrix Report** **B. Summary Report** **C. Custom Report Type** **D. Field filter** **E. Standard report type**	-The standard report type gets automatically made when you set the Master Detail relationship -Summary report is find because you only need to group by recruiters. -Field filter gets this year
130.	**Master Detail Relationship allow what for reports?**	Allow data from three objects to be joined on one report. Master object, detail object, and one other lookup object.

131. **Matching by external ID - considerations**

Matching by external ID is available for supported standard object in Data Import Wizard such as Acct, Contacts, Leads, Solutions, Campaign members. Can have multiple external ID fields - you can select which one

132. **Mobile Approval Options**

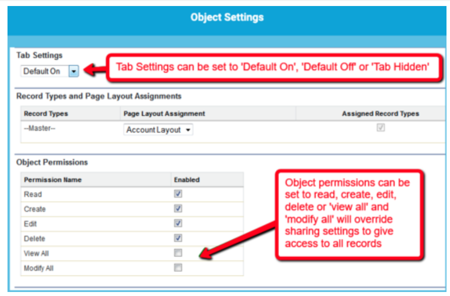
Allow email approval response
Enable Salesforce app notifications

133. **Name some situations with you would still need to use Apex or Visualforce**

Web Services
Email Processing
Scheduled Jobs (some scheduling in Winter '20)
Complex reports
Automated Record Sharing
Creating a custom user interface not attainable with page layouts

(might need to use Lightning Components so it dont look like Classic)

134. **Name some standard profiles**



Marketing User, Contract Manager, Read-Only, Solution Manager, Standard User, System Admin

135. **Name the Categories of Releases**

Patch - bug fixes and simple changes

Minor - Changes with limited impact

Major - Significant impact. One or more dependancies.

136. **Name the Common Programmatic Tools**

Apex (Web Services, Email Services)
Visualforce
Lightning Components
SOAP and REST API

137. **Name the Flow Actions**

-The flow element "Core Action" can be used to perform an action outside of the flow.

-The following type of core actions can be added:
1. Activate session-based permission set
2. Deactivate session-based permission set
3. Post to Chatter
4. Global or Object-Specific Action
5. Send Email
6. Submit for approval

-Can invoke an Apex Action
-The Apex Action (legacy) element can be used if the class implements Process.Plugin interface
-The email alert action can be used to send an email from an available email alert action
-The subflow action can be used to launch another flow

138. **Name the milestones of the typical application lifecycle**

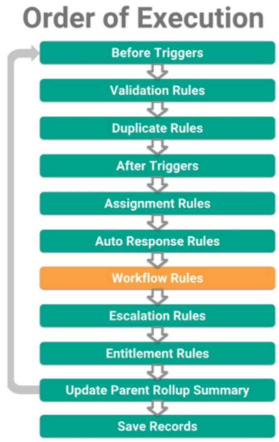
Development, Integration Testing, User Acceptance Testing, Staging, Production Migration

139. **Name the types of sandboxes:**

Developer
Developer Pro (more storage)
Partial Copy (refresh every 5 days)
Full Copy Sandbox (every 29 days)

140.	**Name the types of tests available when deploying change sets**	Default - no tests are run for sandboxes, and all local tests are run for prod deployments Run Local Tests - All tests except those from installed managed packages are executed Run All Tests - All tests including those from installed manage packages are executed Run Specified Tests - Only the specified test classes are executed, the executed tests must cover the class or trigger in change set with a minimum of 75% code coverage
141.	**Name two truths about WFR**	1. Each workflow rule applies to a single object 2. Field update actions are always executed first
142.	**Note on deleting look up relationship records**	NOTE Deleting a record that has child records is not allowed, except when the child records are soft-deleted (sent to the Recycle Bin). If all the child records of a parent record are soft-deleted, then the parent record is deleted. Furthermore, any soft-deleted children are then removed from the recycle bin and permanently deleted.
143.	**Notes on changing custom field types in terms of relationships:** **Can you convert M:D?** **Can you**	If you are converting a master-detail relationship to a lookup for a custom object on the "detail" side, the organization-wide default for the object is automatically updated to Public Read/Write. Similarly, converting a lookup to a master-detail-relationship changes the organization-wide default to Controlled by Parent. After you have created a roll-up summary field on an object, you cannot convert the object's master-detail relationship into a lookup relationship. If there are any existing records on an object that have a null value set for the lookup field, the lookup relationship can't be converted to a master detail relationship. If you are converting a master-detail relationship to a lookup for a custom object on the "detail" side, the organization-wide default for the object is automatically updated to Public Read/Write. Similarly, converting a lookup to a master-detail-relationship changes the organization-wide default to Controlled by Parent.
144.	**Only specific functions can reference multi-select picklists in formulas.**	INCLUDES ISBLANK ISNULL ISCHANGED (Only in assignment rules, validation rules, workflow field updates, and workflow rules in which the evaluation criteria is set to Evaluate the rule when a record is: created, and every time it's edited) PRIORVALUE (Only in assignment rules, validation rules, workflow field updates, and workflow rules in which the evaluation criteria is set to Evaluate the rule when a record is: created, and every time it's edited)
145.	**On the custom object called "Vehicle" a lookup relationship to the "Model" custom object has been defined. What are possibilities when a "Model" record is deleted?** **A. The vehicle record is deleted** **B. The lookup field value on vehicle is updated to the next model record** **C. The lookup field value on vehicle is updated to the default model record** **D. The deletion of a model record is restricted** **E. The lookup field value is cleared**	A. The vehicle record is deleted D. The deletion of a model record is restricted E. The lookup field value on vehicle is cleared

146. **Order of Execution**



Beforer Triggers
Validation Rules
Duplicate Rules
After Triggers
Assignment Rules
Auto Response Rules
Workflow Rules
Escalation Rules
Entitlement Rules
Update Parent Rollup Summary
Save

147. **Other Changing Custom Field Type Limitations**

-You cannot change the data type of a custom field referenced by other items in Setup, like Visualforce pages, Apex code, processes, or flows.

-Changing a custom field type may require changing many records at once. If your request is queued to process these changes efficiently, you receive an email notification when the process has completed.

-Before changing a custom field's type, make sure that it isn't the target of a workflow field update or referenced in a field update formula that would be invalidated by the new type.

-If you encrypt a custom field using Shield Platform Encryption, you can't change the field type.

148. **Owner Based Sharing Rules**

An owner-based sharing rule opens access to records owned by certain users. For example, a company's sales managers need to see opportunities owned by sales managers in a different region. The U.S. sales manager could give the APAC sales manager access to the opportunities owned by the U.S. team using owner-based sharing.

149. **Page Layout Considerations**

-Selecting and organizing groups of fields related to an object

-A page layout is created for each record type and displays the fields related to each business process

-When a record type is created, the page layout must be selected

-CANNOT be assigned through permission sets. When access to a record type is granted through a permission set - the user gets the page layout assigned to that record type through their profile, which cant be modified

150. **Page Layout for profiles:**

One can use the same page layout for all profiles assigned to that record type, or a different page layout for each profile.

A page layout can be assigned to every record type, even if profiles don't have that record type assigned to them. This is because users who have access to the object are able to read records of any record type, so one can configured and assign page layout with specific fields (marked as read-only for instance) to each record type.

151. **Page Layouts**

-allow selecting and organizing groups of fields related to an object

-a page layout is created for each record type and displays the appropriate fields related to each business process.

-When a record type is created, the page layout for it must be selected.

-A page layout can be assigned to every record type, even if profiles don't have that record type assigned to them. This is because users who have access to the object are able to read records of any record type, so one can configure and assign a page layout with specific fields (marked as read-only, for instance) to each record type.

-Page layouts CANNOT be assigned to through permission sets. When access to a record type is granted through a permission set, the user gets the page layout that is assigned to that record type through their profile, which cannot be modified.

152. **Picklist fields can only be used in these functions:**

Picklist fields can only be used in these functions:
ISPICKVAL—Compares the value of a picklist to a single value.
CASE—Compares the value of a picklist to multiple values.
TEXT—Returns a picklist value's API Name so that you can work with a reference to the value (even if the displayed value changes) in functions that support text values, such as CONTAINS. (Available in only flow formula resources, formula fields, validation rules, and workflow field updates.)

153. **Picklists**

-Picklist values are choices that can be defined while creating a picklist field

-A master list of picklist values is added to the picklist field

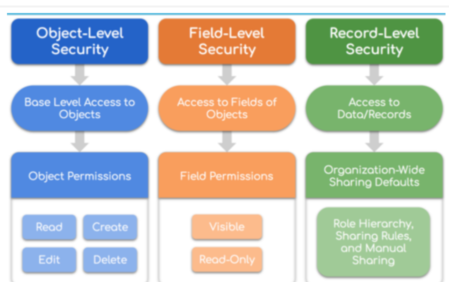
-A subset of picklist values can be selected for each record type

-If a value is added to the master picklist, it must be added to each record type if required.

154. **Process Builder Considerations**

-It must be ensured that two processes are not set up to run in infinite loops where process a invokes process b
-process builder actions are executed in the order in which they appear
-process builder can be used to automate chatter tasks using groups, group memberships, topics, and topic assignments
-process builder only show supported options in the field picker.

155. **Profiles Summary**



Which standard and custom apps
Tabs
Record types and layouts
Object permissions (CRUD)
Fields within Objects view and edit
Apex Classes and Visualforce
Hours of IP address

156. **Promote to Global Value Set**

You don't always know which picklist values make a good global value set before you've started using a picklist field. But don't worry. If you find that a particular set of values for one field makes a good set for another field, you can promote the existing value set to a global value set. Then, use it when you create a new custom picklist field.

157. **A quote template needs to be migrated in a change set, how can do you it?**

You cant put that in a change set youre gonna have to do it manually

158. **Record Access Summary**

MORE restrictive to LESS
Access to objects is first defined at the object level for records the user owns
Org Wide Defaults are for records DO NOT own
OWD is the only mechanism to restrict access to data. Everything else opens up.
Sharing rules expand record access of groups of users further
Manually shared using Sharing CLASSIC

159. **Record Types in the context of business process**

business processes are special picklist fields that capture lifecycle of the lead, opp, case, or solution. Or custom objects. Not all objects that support different record types need business process associated, but every business process needs a record type.

160. **Record Types things to watch out for:**

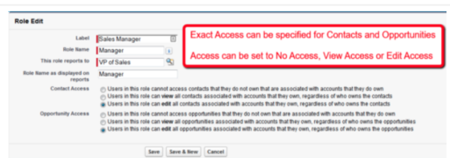
Edit record type assignments in Manage Users/Profiles.

After you create a record type - existing cases/records wont automatically have the new record type. You can update record type with DataLoader/Record ID.

161. **Release Schedule best practices**

Release on a consistent schedule. Aim to release at regular intervals and on a given day of the week. For example, maybe minor releases occur at 8 PM eastern time on the first Tuesday of every month. Scheduling consistency helps with company-wide planning and sets expectations with your business users. One more thing: Try not to release near holidays or other major events.

162. **Roles - Exact Access**



Exact Access can be specified for Contacts and Opporunities in Roles on "Role Edit". Can be No Access, View Access, or Edit Access

163. **Roll Up Summary Limitations**

Max 25 roll up fields per object
Not available on lookup relationships
Not available on certain types of formula fields

164. **A Salesforce Admin has defined a custom object named Shipment that has a lookup relationship with another custom object named Service Level. Only users with a Manager role are allowed to select the Expedited value in the Service Level Lookup field on a Shipment record. What is the best option to meet this requirement?** **A. Optional Lookup Filter** **B. Required Lookup Filter** **C. Dependent Lookup** **D. Validation Rule**	B. Required Lookup Filter Although a validation rule could work, a preferable option is to use a required lookup filter to limit the number of available options in a lookup search dialog. The lookup filter can be display available values based on users current role. Optional Lookup Filter is not suitable it allows users to save values that do not meet criteria. A Dependent lookup is a relationship field that has a lookup filter defined which filters values based on fields on the source object such as displaying only the contacts who are related to the account in a Case record.
165. **A salesforce Admin needs to create a report in Lightning Experience that shows the history of certain fields on an account records in the org. Field history tracking for these fields was enabled. Considerations?** **A. Previous Value and New Value columns need to be added to the report to track field-level changes** **B. Report filters can be applied to track specific field-level changes** **C. The Account History standard type can be used to create the report** **D. Only the Salesforce classic report builder can be used**	B. Report filters can be applied to track specific field-level changes C. The Account History standard report type can be used to create the report
166. **The Salesforce admin would like a list of dashboards to be displayed when a user logs into Salesforce mobile app. How?**	Move the dashboards item to the top of the navigation menu item list
167. **Sam is a system admin of Cosmic Solutions who has determined that he needs a junction object Student Objects then creates the first master detail relationship between students and student subjects. What is the result of creating this primary relationship?** **A. The junction object inherits the owner from the primary object** **B. Junction object records can always be created, edit, or deleted if users have read access to the primary object** **C. The primary relationship cannot be deleted if there is a second master-detail relationship** **D. The junction object detail and edit page uses the color from the primary object**	A & D The junction object will inherit the color and icon from the primary object as well as the owner. The primary relationship can be deleted, in which case the second master detail relationship will become the primary. The sharing setting attribute on the junction object determines the sharing access that users must have to a master record to create, edit, or delete. Detail records are the junction object records so sharing can be Read Only or Read/Write.

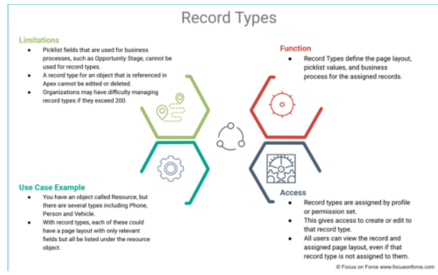
168. **Sharing Rules**	With which users? You can define groups of users by role, by territory, or by defining a public group. A public group is an admin-defined grouping of users that can be used to simplify the creation of sharing rules. Depending on the group member types available in your org, public groups can be a combination of: individual users roles roles and subordinates territories territories and subordinates other public groups What kind of access? You can assign either Read-Only or Read/Write access.
169. **Should Declarative tools be used to build an app?**	1. Is the development budget limited? 2. Should the app be built as soon as possible? 3. Should the app require low maintenance 4. Should the features not rely on governor limits?
170. **Should programmatic tools be used to build an app?**	1. Is it not possible to implement the feature using declarative tools? 2. Is a specialized or complex business process required? 3. Is a highly customize UI or click through path required? 4. Is there a need to integrate with a third party system?
171. **Some important things to know about inactive values:**	-Existing records containing a value when you set it to Inactive continue to contain the value. -You can reactivate inactive values. This makes it a good alternative to deleting a value entirely. -There is a limit on total combined active and inactive values. See Picklist Limitations. If you hit these limits and need more, you need to delete some values.
172. **Steps of Application Lifecycle Management**	Plan Release Develop Test Build Release Test Release Release
173. **Tab Hidden wont do what**	Wont disable ACCESS. You gotta disable object ACCESS.
174. **Talk about Debugging**	If a flow is closed during debugging, any DML operations are not rolled back If a flow uses and input variables, they can be specified during debugging Dislaying debug details always renders a flow in Lightning runtime A flow can be restarted at any point. Renders in Lightning run time.
175. **T/F: It is optional to have a global picklist value to be restricted or not**	Global picklist value sets are always restricted picklists. This is a good thing, as it preserves data integrity. (Global value sets are shared across objects. Reuse the value set for any custom picklist field.)
176. **T/F: The M:D Relationship field is required on the page layout of the detail record**	True. The master-detail relationship field is required on the page layout of the detail record.

177.	**T/F: You can change a custom picklist field to a checkbox**	Changing your custom picklists into custom checkboxes is simple. If you select Checkbox as the new data type, you can choose which picklist values to map to checked boxes and unchecked boxes. You can change custom picklists into multi-select picklists without losing any data. Since your records only contain a single value of that picklist, that value is still selected but users can select more values.
178.	**T/F: You can change the data type of ANY custom field**	The option to change the data type of a custom field is not available for all data types. For example, existing custom fields cannot be converted into encrypted fields nor can encrypted fields be converted into another data type.
179.	**There is a requirement to add an action to the Account page in the Salesforce mobile app to enable the creation of cases. The case created should be related to the account. How can this be accomplished?** **A. Use a global quick action** **B. Use a mobile smart action** **C. Use a standard action** **D. Use an object specific quick action**	B. Use a mobile Smart Action D. Use an object-specific quick action An object specific quick action can create related records, such as creation a case related to the account. Mobile smart actions can also be used to achieve this. A global action wouldnt work because it wont have a direct relationship with other records. Standard actions are used for working directly on the object type of the details page they are contained in.
180.	**There is a requirement to add an action to the Account page in the Salesforce mobile app to enable the creation of cases. The case should be created and related to the account.**	B. Use a mobile smart action Mobile Smart Actions can be used to achieve this as well as a object specific quick action. They are pre-configured quick actions. Standard Actions are for workign directly on the obhect type of the details page they are contained in (log a call,e tc).
181.	**There is a requirement to define an "update payment" feature for a custom object, which users can access in the Salesforce mobile app. It must update "status" and enter comments** **A. Visualforce** **B. Detail Page Link** **C. Quick Action** **D. Detail Page Button**	C. Quick Action Quick Actions are a way to add a shortcut to global or object specific functionality and make it availabe on the Salesforce Classic home page, the chatter tab, groups, record detail page, etc. Actions can include creating records, updating records, log a call, send email, question actions, or custom actions.
182.	**Two custom object, A and B, are in a parent-child relationship. A record of object B cannot exist without a related record of object A. When a record of custom object A is deleted, all associated custom object B records are also deleted. Based on the given info, which is true?** **A. There is a master-detail relationship field on object A to object B** **B. There is a master-detail relationship field on object B to object A** **C. There is a lookup relationship field on object B to object A** **D. There is a lookup relationship field on object A to object B**	A. There is a master detail relationship field on Object A to object B There can only be a master-detail relationship between the two objects. For every record of object B, there is a related object A. This means that the relationship field is on Object B is required. Whenever a record object A is deleted, the related records of object B are deleted. Which is the standard behavior of a detail relationship. Key here was Up TO

183. **Type of Actions**	Standard publisher actions: automatically included when chatter is enabled - post, file, link Custom Actions - Actions that are created or customized, global or object-specific, create a record, send an email, etc Default Actions - predefined per object, Account - new task, new contact etc. Mobile Smart Actions - Preconfigured - appears as a single action element on the page layout editor. New Task, New contact, New Opp etc Productivity - Predefined - send email, log call, etc
184. **Use Cases for Validation Rules**	-Prevent incomplete records from being saved -Ensure field values contain appropriate value ranges -Ensure field values are formatted appropriately using REGEX for example -Check to see if the field value is valid depending on another field (I.e., if country US then has valid state abbreviation) -Check the type -Cross object validation -Not Blank
185. **A user asks for a checkbox to be automatically ticked if the annual revenue field is greater than a million. Which formula to trigger a workflow would satisfy this requirement?** **1. IF(AnnualRevenue > 1000000 , "TRUE" , "FALSE")** **2. AnnualRevenue > 1000000 , TRUE , FALSE** **3. AnnualRevenue > 1000000** **4. AnnualRevenue**	AnnualRevenue > 1000000 For checkbox you dont actually have to do anything but what the formula will evaluate to true as. No need for IF
186. **A user has requested a field that counts the number of child record associated with a custom object. These custom objects have a lookup relationship between each other, which feature would best accomplish this requirement?** **A. Visual flow** **B. Lightning Process Builder** **C. Roll up Summary** **D. Apex Trigger**	D. Apex Trigger
187. **A user's profile does not have any permissions to view a custom object. However, the Organization Wide Defaults for the custom object are set to Public Read/Write. Users with this profile will still be able to access the custom object.** **True** **False**	False.
188. **Wants to ensure custom field Source Country is validated against the standard list of ISO countries - how?** **A. Create a before trigger to validate** **B. Create a validation rule using the VLOOKUP function** **C. Create an after trigger and validate value using APEX** **D. Create a validation rule using a CASE statement**	VLOOKUP WHAT VLOOKUP only works on the Record Name field, so that would have to be in that field. Case would be too hard to maintain. https://help.salesforce.com/articleView?id=fields_useful_validation_formulas_account_address.htm&type=5

189. **What about converting the data type of a rich text field?**	You can only convert rich text area fields into long text area fields. Any images are deleted the next time the long text area field is saved. After converting, markup is hidden in the long text area field but it is not removed from the record until you save the record. That way, the markup can be restored if you change your mind.
190. **What action can be invoked by a custom button?**	Redirect to webpage Open Visualforce Prepopulate fields for a new record URL, VISUALFORCE, FIELDS
191. **What are campaign statistics?**	Include the number of responses, leads, and opportunities generated, and the value of the won opportunities
192. **What are capabilities of a dashboard?** **A. An opp can be added directly to dash** **B. A dashboard filter values can be arranged using drag and drop** **C. A lighting table can add up to 4 values** **D. Two dashboard components can be joined together if they have a common source report** **E. Dashboard component can be linked to the opps tab**	-An opp report can be added directly to the dash -Dashboard filters values van be rearranged using drag and drop -Dashboard component can be linked to Opps tab
193. **What are Limitations of Roll Up Summary Fields?**	-The field can only be created on Master side -It is not supported for ALL standard relationships -There is a max number of roll up summaries: 25 per object -Native roll up summary fields are not available on look up relationships -The field being rolled up cannot be a formula field that references another object -The field being rolled up cannot be a formula field with dynamic date functions such as NOW() and TODAY() To overcome: Process Builder and Flow, trigger on various DML events on child object, Batch/Scheduled APEX could be used, Roll Up Helper.
194. **What are manager groups?**	-Manager groups allow users to share records up or down in their management chain. -Based on Manager field -Can use Manager Groups or Manager Subordinate Groups -Users can share records with a manager group manually, using a sharing, or through APEX managed sharing -Enable in sharing settings in set up
195. **What are permission set groups?**	Create permission sets together and then assign to the user. -Multiple permission set groups can also be assigned to a single user -Permissions in a permission set group can be disabled or muted by adding a muting permission set -Only one muting permissions et is allowed in a permission set group

196. **What are Record Types? Overview**



Record types define the business process, pick list values, and page layout for an object.

197. **What are Schema Builder's limitations?**

-Inability to create certain custom fields like Encrypted fields and Geolocation fields, External Lookup Relationship
-Does not support creation of external objects
-Custom objects created outside the schema builder dont display automatically on the canvas
-You CANNOT print. Use screen cap or 3rd party from app exchange
-Does not put the field on the page layout

198. **What are some implications of roll up summary fields?**

Roll up summary fields are not available for mapping lead fields of converted leads

It is NOT possible to aggregate Autonumber fields

It is NOT possible to use a roll up summary field as the location of an error in a validation rule

199. **What are some limitations of roll up summary fields?**

Max 25. Master-Detail only. Cannot reference a formula field that reference another object or a dynamic date.

200. **What are some Validation Rule considerations?**

-Assignment rules, field updates, field level secuirty, or fields hidden on the page layout can make records fail validations

-VR are only enforced during a lead conversion IF validation and triggers for Lead Conversion are enabled in your org

-Validation Rules are run for records created via Web-to-Lead and Web-to-Case

-Workflow rules and some processes can invalidate previously valid fields since updates to records based on workflow rules and also on process schedule actions don't trigger validation rules

-Validation rules apply even when the field reference in the rule is not displayed on the page layout or API call.

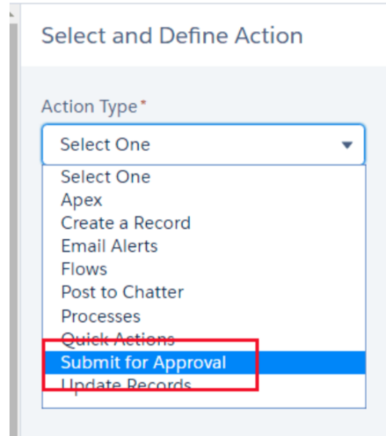
201. **What are steps you can take to lock out users during deployment?**

-At the beginning of deployment, use Data Loader to change the profile of each user except System Admin to a maintenance profile, then update all records to their original profiles (this is wher you'd have the login hours)

-At the beginning of deployment use Data Loader to freeze each user record except system admin and then unfreeze

202.	**What are the different types of Lightning pages?**	App Page Use an app page to create a home page for a third-party app that you can add directly into the Salesforce mobile app and Lightning Experience navigation menus. Your users then have an app home page where they can quickly access the most important objects and items. Home Page Create Home pages with features relevant to specific types of users, and assign the customized pages to different apps or app-and-user-profile combinations. Custom Home pages are supported in Lightning Experience only. Record Page With a record page, you can create a customized version of an object's record page, tailoring it to your users' needs. Custom record pages are supported in Lightning Experience and in the Salesforce mobile app.
203.	**What are the key milestones in an advanced application lifestyle?**	Manage Requirements Develop changes in multiple sandboxes Integration testing UAT Testing Regression Testing Deployment to production Notify Users
204.	**What are the steps of flow creation?**	-Define the resources -Define and add elements -Connect the Elements -Test the flow -Activate the flow
205.	**What are the three different custom tabs you can create? (Choose 3) 1. Standard Object Tab 2. Custom Object Tab 3. Web Tab 4. APEX Tab 5. Visualforce Tab**	2 Custom Object Tab 3. Web Tab 5. Visualforce Tab
206.	**What are the three primary types of custom buttons you can create?**	There are three primary types of custom buttons and links that you can create. List button—Appears on a related list on an object record page. Detail page link—Appears in the Links section of the record details on an object record page. Detail page button—Appears in the action menu in the highlights panel of a record page.
207.	**What are the types that can be used by Formula Fields?**	Checkbox, Currency, Date, Date/Time, Number, Percent, Text, or Time
208.	**What are true about workflow rules?**	Field update actions are always executed first Each workflow rule applies to a single object
209.	**What can a cross-object formula reference? 1. Child Only 2. Parent Only 3. Records of the same Object 4. Both Parent and Child objects**	2. Parent Only

210. **What can automatically assign an opp to the VP for approval if an opp goes over 30% discount?**
A. Approval Process
B. Workflow
C. Process Builder
D. Flow Builder



A. Approval Process, C. Process Builder

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211. **What can be done to ensure the Sales Path doesnt display on on the Opportunity Record Page until everyone is trained?**
A. Create a new opportunity record page in the lightning app builder but do not activate it yet
B. Set the visibility setting of the component to hidden until the filter criteria are met
C. Remove the component temporarily
D. Record pages cannot be modified
E. Modify the existing opportunity record page and remove the Sales Path Component

A. Create new record page but don't activate
B. Set visibility of the component to hidden
E. Modify the existing opp record page and remove Sales Path Component

Sales Path is a standard component but its not on the page layout

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212. **What can be included in related information section of Salesforce MOBILE?**

MOBILE. READ
Related lists
Visualforce Pages
Related Record Lightning Component

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213. **What can External Objects do?**

Detail pages can be used to view external object data
User can use a custom tab to access records of an external object
External object data can be accessed via list view

List views, detail pages, record feeds, custom tabs, page layouts.
Formula fields CANNOT be added. Not stored in Salesforce.

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214. **What can happen to a record in an approval process if it does not meet criteria?**

approve recordApproves the request and performs all final approval actions.

reject record Rejects the request and performs all final rejection actions. This option is available only for the first step in the approval process.

Go to next step Skips this step and goes to the next step. Available only when there's a later step.
When you apply this option in the first step, keep in mind: If the record doesn't meet the criteria for any subsequent steps, the record is rejected.

If you delete all later steps, Salesforce rejects the record.

When you apply this option in another step, keep in mind: If you delete all later steps, Salesforce ends the process.

215.	**What can joined reports be used for?**	Sales representative performance scorecard Support cases by status with different blocks for new and closed cases Opportunity pipeline report with blocks for different opportunity statuses
216.	**What can knowledge actions do?**	Publish Publish as New
217.	**What can model many-to-many?**	Lookup and Junction
218.	**What can REGEX function do?**	It can be used to specify the format a field should be in i.e., soc number REGEX(Social_Security_Number__c, [1-9]{3} - [1-9]{2} - [1-9]{4})
219.	**What can you do through the graphical user interface of Data Loader?**	Upload documents and links into content libraries, hard delete records, upload attachments https://help.salesforce.com/articleView?id=loader_attachments.htm&type=5
220.	**What can you do with Lightning App Builder?**	With the Lightning App Builder, you can build: -Single-page apps that drill down into standard pages Dashboard-style apps, such as apps to track top sales prospects or key leads for the quarter -"Point" apps to solve a particular task, such as an expense app for users to enter expenses and monitor expenses they've submitted -Custom record pages for your objects, tailored to the needs of your users -Custom Home pages containing the components and features that your users use most
221.	**What does Indexed mean?**	An indexed field is stored in the database in a way that supports quick retrieval. This optimizes report generation, list views, and other requests...sometimes. What makes a good index candidate is pretty advanced. Salesforce automatically analyzes performance and periodically assigns fields to be indexed. You don't have to think about this while you're creating picklists, but it can be important later if you're trying to optimize report or org performance.
222.	**What does record type access control?**	Only controls which record type a user has access to/can use when creating or editing a record. Users can view records of any record type if they have read access on the object
223.	**What does Schema Builder allow you to do?**	Add custom objects, lookup relationships, master-detail relationships, and all custom fields except geo-location. -custom fields are set to visible and editable for internal profiles only -Rollup summary fields can only be added if its the master in a relatioship -Objects can be hidden from the canvas but fields cannot
224.	**What do I need to create a multi-level M:D relationship?**	To create multilevel master-detail relationships, you need the "Customize Application" user permission.
225.	**What do you need to be able to create, refresh, activate, and delete a sandbox?**	"Manage Sandbox" user permissions

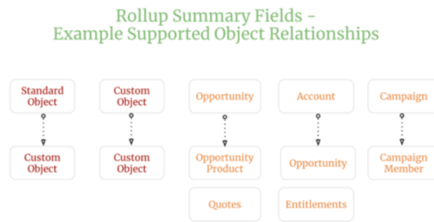
226. **What do you need to create a Lightning component?**	You need to use one of two programming models, Lightning Web Components and Aura Components. Your custom Lightning components don't automatically work on Lightning pages or in the Lightning App Builder. To make a custom component usable in both, you need to: 1. Configure the component and its component bundle so that they're compatible with the Lightning App Builder and Lightning pages. Depending on the Lightning component programming model that you're working with, see the Lightning Aura Components Developer Guide or the Lightning Web Components Developer Guide for details. 2. Deploy MyDomain in your org.
227. **What do you need to create multi-level master-detail relationships?**	"Customize Application" user permission
228. **What do you need to parse email and map to fields?**	Custom email handler is required to parse the email and update the case priority and site location fields. Email-to-Case can ONLY map email subject to the case subject and email body to the case description. No field mappings are possible. Workflow rules and triggers are dependent on record changes and cannot handle inbound emails.
229. **What edition do you need to do change sets/sandbox?**	Professional Edition and up
230. **What feature of process builder can help with duplication of actions and criteria across processes?**	Invocable Processes. You can invoke other processes in processes.
231. **What format are outbound messages sent in?**	Outbound messages send data from an object to an external system
232. **What formula function will ensure the opportunity name contains the ":" when created or edited?**	FIND() CONTAINS() Find searches for text within a field and returns the position of the character. If not then 0. Contains compares the text and returns TRUE.
233. **What functions are available for Roll Up Summary Fields?**	SUM, MIN, MAX, COUNT
234. **What happens if you change the data type of a custom field that is set as an external id?**	If you change the data type of a custom field that is set as an external ID, choosing a data type other than text, number, or email causes the field to no longer act as an external ID.
235. **What happens to a picklist values of a record type value if a value is removed from the master picklist?**	If a value is removed from the master picklist, it is no longer an option for new records of any record types that had it, for existing records you get a prompt asking to replace it or make it blank
236. **What happens when a custom field data type is changed**	If data is lost, any list view based on the custom field is deleted, and assignment and escalation rules may be affected.
237. **What happens when a user clicks on a social network icon on a Salesforce record?**	If a social profile is not associated with a record, the user can search and select which profile to use The social viewer displays informaiton from each if logged in The user is prompted to lgo into each social network

238. **What happens when you convert a long text field?**	When you convert a long text area field to an Email, Phone, Text, Text Area, or URL type field, the data in your records is truncated to the first 255 characters of the field.
239. **What happens when you convert a picklist field?**	You can convert a custom picklist to a multi-select picklist to support multiple values in the field, later. However, when you convert a multi-select picklist to a picklist field that doesn't support multi-select, Salesforce clears the values for that field on existing records. The new field only allows one value.
240. **What if you want to show a roll up summary of opportunities associated with an account for current year?**	Use a roll up summary field and enter the current year in filter criteria. CANNOT use a formula Dont need Apex
241. **What is a combination chart?**	In a combination chart, the amount summary and the total number of records can be plotted as separate data sets using a single report
242. **What is a Group?**	A group consists of a set of users. A group can contain individual users, other groups, or the users in a particular role or territory. It can also contain the users in a particular role or territory plus all the users below that role or territory in the hierarchy. Public groups Administrators and delegated administrators can create public groups. Everyone in the organization can use public groups. For example, an administrator can create a group for an employee carpool program. All employees can then use this group to share records about the program. Personal groups Each user can create groups for their personal use. For example, users might need to ensure that certain records are always shared within a specified workgroup.
243. **What is a person account?**	A person account is used for B2C selling and is one acct and one contact record. You have to ask Salesforce Support to turn it on.
244. **What is a Record Collection Variable?**	It is for storing a set of field values of the same sObject type.
245. **What is a Self-Relationship?**	You can create a relationship from an object to itself, but it must be a lookup relationship, and a single record can't be linked to itself. However, a record can indirectly relate to itself. For example, the Holiday Promotion campaign can have the Direct Mail campaign selected in the lookup relationship, and the Direct Mail campaign can have the Holiday Promotion campaign selected in the lookup relationship. You can't create a many-to-many self-relationship, that is, the two master-detail relationships on the junction object can't have the same master object
246. **What is Lightning Flow for Service**	Lightning Flow for Service can be used to guide users through flows. The Actions and Recommendations component can be added to a page in a console app to guide users through a list of flows, including all paused flows. It can show a list of flows for each support channel. CANNOT open as a subtab. Process builder CAN be used to add a process that associates records with a particular flow using the "RecordAction junction object It IS possible to specifiy which flows agents should complete first with pinned flows. Agents can add flows based on customers needs.
247. **What is required to create a job that runs every night?**	Apex Code and Apex Scheduler are going to be able to do that Flows can be scheduled periodically.
248. **What is safe to change in production?**	New dashboards, reports, and email templates

249.	**What is the difference between assigning the default record type at the profile level or as a user setting?**	At profile, they need to select the record type (it becomes avail as an option when creating). User settings make it the default every time for ease.
250.	**What is the formula that can do currency conversions?**	CURRENCYRATE - you do need to have CurrencyIsoCode field on the Order Object. i.e., CURRENCYRATE(TEXT(CurrencyIsoCode)
251.	**What is the purpose of staging in the application lifecycle?**	Stress and performance testing, final regression testing, test deployment. The staging environment is the last environment. Integration testing is done before staging.
252.	**What is true about changing the field type of a Text Area (Rich) field?** **A. It is not possible to change the field type of a Text Area (Rich) field** **B. Text Area (Rich) field can be converted but ONLY to a Text Area (Long) field type** **C. Text Area (Rich) field can be converted to a Text Area (Long) field type but data may be truncated** **D. Images in Text Area (Rich) field are deleted as soon as the field type is converted**	B. Text Area (Rich) Field can be converted but only to a Text Area (Long) field type Text Area (Rich) can ONLY be converted to the Text Area (Long). This is because they have the same quantitative capacity so it does not truncate. Markup (imges etc) are hidden, but its removed when the record is saved. So I kinda fell for the bait with that one.
253.	**What is true about custom tabs?** **A. It can only be included on custom tabs** **B. It can be included on as many as desired** **C. It can only be included in one app**	It can be included on as many applications as desired
254.	**What is true about details displayed for Social Accounts, Contact, and Leads**	Each user sees different details depending on how theyre connected. Each users view of a social network is unique and depends on how they are connected with each account, contact, or lead on each social network as well as privacy settings used by the account, contact, or lead.
255.	**What is true about enabling Bulk API in data loader?**	A. Parallel processing is used to load data faster B. Data will be loaded faster when using Bulk API C. Data is processed in batches Parallel processing of batches. Serial mode can be enabled in settings but it'll be slower overall.
256.	**What is true about Variable resource?**	-It can hold values that can be changes at any point in the flow -It can hold multiple field values for multiple records -A "Variable" resource can hold multople values, but they must be of the same data type. -It is possible to "Allow multiple values (collection) to make the resource a collection variable and store a list of vales that are compatible with its date type.

257.	**What is true regarding picklists that use global picklist value set?** **A. The picklist can be optionally be restricted** **B. Another picklist can be dependent on the picklist based on a global picklist value set** **C. The picklist is always restricted** **D. Picklists that are based on a global picklist value cannot be made required**	B. Another picklist can be dependent on the picklist based on global picklist value set C. The picklist is always restricted When a picklist global value - always restricted. Any standard or custom picklist can be a controlling field.
258.	**What is true regarding sharing settings when changing relationship field types?**	The sharing settings will change automatically. M:D - it'll take on parent. Lookup - controlled by parent.
259.	**What is true regarding the Salesforce apps navigation menu on mobile?** **A. The order of the items in all apps can only be configured by logging in LE desktop** **B. The order of the items can be selected by the user** **C. The first item in Salesforce Navigation list becomes the Salesforce mobile app landing page** **D. The order of objects in the recent section can be customized**	B. The order of items can be selected by the user C. The first item in the Salesforce Navigation list becomes the Salesforce mobile app landing page Users have the ability to reoder nv menu items of apps such as Sales, Service, and custom directly from the Salesforce mobile app. The order of the items in the nav menu of the Mobile Only app is determined by the admin. Modifying the order of nav menu items in the mobile app will also reflect in LE desktop. First item selected is the landing page.
260.	**What layer of model-view-controller paradigm are standard or custom objects associated with?** **A) View** **B) Model** **C) Controller** **D) View and Controller**	B. Model

261. **What object relationships are roll up summaries available?**



For all custom master-detail relationships, and some standard such as Opportunity - Product and Account - Opportunity.

A roll up summary fields can be created on any standard or custom object that is ON THE MASTER SIDE of a m:d relationship.

Possible to create on:
The Account object to summarize Opp records
The Opp object to summarize Opp Products
The Campaign Object to summarize Campaign Member

262. **What operations can be performed through the graphical ui of data loader?**
A. Upload attachments
B. Upload documents and links into content libraries
C. Export content from content libraries
D. Hard Delete Records
E. Migrate attachments from source to the target org

A. Upload attachments
B. Upload documents and links into content libraries
D. Hard delete records

Upload attachments, documents, or links into Content. Hard delete or soft delete. Importing an empty file = error.

Cannot export PPT and video files.

263. **What relationships do External Objects support?**
A. Lookup
B. Master-Detail
C. Hierarchical
D. External Lookup
E. Indirect Lookup

Lookup, External Lookup, Indirect Lookup

You can also configure to relate to another external object.

Indirect Lookup: Parent is the standard/custom object, child is an external object

External Lookup: cihld is the standard/custom object, parent is an external object

264. **What should be used to allow flow users to select a number value with a slider?**

Slider

265. **What should I use to report on multi-select picklist values**

Reports referencing multi-select picklists should use contains or includes (not equals) to collect all results that contain more than one value.

In report results, or dashboards, multi-select picklist selections are grouped independently. For example: One record has a, b, and c values. Another record has b and c values. And another record has only c selected. You'll get three different groupings: one for a;b;c, one for b;c and another for c.

266. **What should you consider when converting a custom text field into an Auto-Number field?**

Any records that contain more than 30 characters in the field should be changed

The field data remains unchanged after conversion

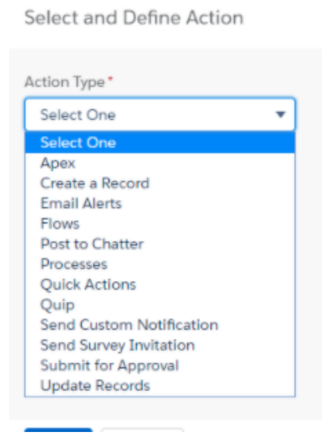
You can safely convert a custom text field into an auto-number field. but just watch out for those 30 characters

267. **What Standard and Custom components can be added to a Lightning Page in Lightning App Builder declaratively?**

3rd party managed components, standard salesforce components, custom components (declarative options)

i.e., Dash, flow, list view, Quip, Report, Rcent Items, Rich Text, Visualforce

268. **What starts a process?**



1. A record changes
2. A platform event occurs
3. Is invoked by another process

269. **What statements about productivity actions are true?**
A. Productivity actions include the Send Email, Call, and Map Actions
B. Productivity actions appear on the Account, Contat, and Lead Objects
C. All productivity actions can be edited or deleted
D. Productivity actions are only available in the Salesforce mobile app

Productivity action buttons are a set of predefined actions available only on a few objects on, which include the Account, Contact, and Lead objects.

-Send Email
-Call
-Map
-View Website
-Read News

Are included. You can access this on Salesforce mobile app and the lightning interface. Only the productivity Call action can be edited or deleted.

270. **What two permissions are needed to create custom reports that all users can view?**

-Manage Public Reports
-Create and Customize Reports

271. **What two types of quick actions can be used on the desktop and mobile interface**

-Global - Global actions let users create records, but the new record has no relationship with other records. And they're called global actions because they can be put anywhere actions are supported—on record detail pages, but also places like the feed or Chatter groups.

-Object Specific - Object-specific actions let users create or update records in the context of a particular object. In the Salesforce mobile app, object-specific actions show up on record detail pages. So for example, an action associated with the opportunity object is only available when a user is looking at an opportunity.

272. **What type of field cannot be used in a formula field?**
A. Text Area (Long)
B. Date/Time
C. Standard Fields
D. Other Formula Fields

A. Text Area (Long)

273. **What type of field needs to be wrapped in a function (In a formula) to be accessed? A. Long Text B. Currency C. Date/Time D. Picklist**	CASE or TEXT - Picklist
274. **What types of functions can be utilized in a formula field?**	Date & Time, Logical, Math, Text, and Advanced
275. **What would stop you from creating a master-detail relationship?**	You can't create a master-detail relationship if the custom object already contains data. You can, however, create the relationship as a lookup and then convert it to master-detail if the lookup field in all records contains a value.
276. **When adding a custom field to an object using the schema builder, what happens?**	The custom fields are NOT automatically added to page layouts Custom field permissions are set for "Visible" for internal profiles only.
277. **When a record of the master object is deleted, what happens?**	its related detail records are also deleted.
278. **When can an auto-response rule fire for a case?**	When its created. Also apparently email templates have a "letterhead" option. whatever.
279. **When can Changing the data type of an existing custom field can cause data loss in the following situations:**	Changing to or from type Date or Date/Time Changing to Number from any other type Changing to Percent from any other type Changing to Currency from any other type Changing from Checkbox to any other type Changing from Picklist (Multi-Select) to any other type Changing to Picklist (Multi-Select) from any other type Currently defined picklist values are retained when you change a picklist to a multi-select picklist. If records contain values that are not in the picklist definition, those values are deleted from those records when the data type changes. Changing from Auto Number to any other type Changing to Auto Number from any type except Text Changing from Text to Picklist Changing from Text Area (Long) to any type except Email, Phone, Text, Text Area, or URL
280. **When changing a field's data type, which scenario can you expect data loss? (Choose 2) A. Currency to Number B. Email to Text C. Text to Number D. Text to Picklist**	C. Text to number D. Text to picklist
281. **When do validation rules stop a record from saving?**	When a formula evaluates to true
282. **When is it NOT possible to convert a master:detail relationship?**	It is not possible to convert a master:detail relationship into a lookup relationship if there is a roll-up summary field on the parent object.

283. **When using change sets - what cant be moved?** **A. Apex** **B. Sharing rules** **C. Workflow rule** **D. Account records** **E. Contact field setd**	Records. You dummy. Thats data, not metadata
284. **When would an ETL solution be better than using external objects?**	1. Different record types are required for the data 2. Validation rules are required for the data 3. Workflow is required for the data External objects cannot do workflow rules, validation rules, record types. Visualforce and field level security are supported. ETL would allow the WFR, validation rules, record types.
285. **When you build a flow to create orders from a Closed/Won Opp, how can you reference the ID of a newly created order?**	B. Use an automatically generated variable from the Create Records action on the order The ID of the created record from a "Create Records" action in LE is automatically stored as an Output variable to use in subsequent record actions.
286. **Where can an administrator enable a setting that allows users to resume shared flow interviews?**	Process Automation Settings in Setup
287. **Where can manual sharing be done?**	CLASSIC. Users can manually share using the sharing button. Only shows up if it's applicable. You can share with users, roles, roles and subordinates, territories, territories and subs, public groups or manager groups. Manual sharing: Read/Writes, Read Only Can be disabled - untick manual user record sharing
288. **Where can Queues be used?**	Tasks, Cases, Contact Requests, Leads, Orders, Service Contract, Knowledge Article versions, custom objects
289. **Where does the child record get its security settings from in a M:D Relationship?** **A. OWD** **B. Sharing Rules** **C. Master Record** **D. Profiles**	C. Master Record The detail record inherits the sharing and security settings of its master record.
290. **Where do roll up summaries exist?**	Only on Master-Detail Relationships
291. **Where is record type access assigned?**	Using Profile or a Permission Set. Permission set can only be used to grant additional access.
292. **Which Action Type is not available when working with Global Actions?** **A. Log a call** **B. Custom Visualforce** **C. Create a Record** **D. Update a Record**	D. Update a record. Global Actions are not related to anything
293. **Which data types can be returned by a formula field in Salesforce?**	Can return text, number, currency, checkbox, percent, date, date/time, or time

294. **Which fields can be mapped for lead conversion?**	ONLY custom fields
295. **Which field type would be appropriate to use for a requirement to record the opening and closing hours for store locations?** **A. Date/Time** **B. Business Hours** **C. Hours** **D. Time**	DUMMY! Pay attention!!! TIME! Not Date/Time!!!
296. **Which formula field function can be used to return the conversion rate to the corporate currency given a currency ISO code?**	CURRENCYRATE
297. **Which formula field would be needed to add 6 months to a custom field named contract start date.**	ADDMONTHS(Contract_start_date_c, 6)
298. **Which lightning component can be added to a Lightning page to guide users through an ordered list of flows in lightning experience?**	Actions & Recommendations
299. **Which of hte following custom component types can be added to a home page in Salesforce Classic?** **A. Image/Logo** **B. JavaScript** **C. Visualforce Area** **D. Links**	A. Image/Logo C. Visualforce Area D. Links Components that contain Javascript, CSS and other unsupported markup should not be used on the homepage. Instead, use a Visualforce Area component instead.
300. **Which of the follow are true regarding Data Import Wizard?** **A. Records can be added, existing records can be updated, or records can be added and updated simultaneously** **B. Any standard or custom object can be imported** **C. Only admins can access** **D. DIW maps as many data fields as possible to standard Salesforce data fields**	A. Records can be added, existing records can be updated, records can be added/updated simul D. Maps as many data fields as possible
301. **Which of the follow components will be renamed if a naming convention conflict occurs when installing a managed package?**	Report Listview
302. **Which of the following actions can be invoked by a custom button?** **A. Prepopulate fields for a new record** **B. Trigger a workflow rule** **C. Open a Visualforce page** **D. Invole a process** **E. Redirect a web page**	A. Prepopulate fields for a new record C. Open a visualforce page E. Redirect to a web page A custom button can be used to open a visualforce page or redirect a user to a URL. If can also be configured to launch a new record page with prepopulated field values. Custom buttons cannot directly invoke workflow rules or processes. Custom buttons can execute JavaScript but not in LE. Alternatives are Quick Actions and Lightning Components.

303. **Which of the following action types can be used to define global quick actions in Salesforce?**

A. Log a Call
B. Invoke Visualforce page
D. Create a record

CANNOT invoke a process. Cannot invoke Apex.

Can create a record, send an email, log a call, invoke visualforce, canvas, or lightning component

304. **Which of the following action types can be used to define object-specific quick actions in Salesforce?**
A. Delete a Record
B. Log a Call
C. Upate a Record
D. Create a Record
E. Submit a record for approval

B, C, D. Object-Specific Quick Actions cannot delete a record or submit a record for approval.

They can:
1. Create a record
2. Send an email
3. Log a call
4. Custom Visualforce
5. Update a record
6. Lightning component
7. Flow

305. **Which of the following are standard Lightning components?**
A. List View
B. Calendar
C. Calculator
D. Related List

List View and Related List

Calendar and Calculator are NOT standard components

306. **Which of the following are true statements about accessing external object data in Salesforce?**
A. Detail pages can be accessed to view external object data
B. Formula fields can be used to access information about related objects
C. A user can use a custom tab to access records of an external object
D. Custom objects can be used to store and access external object data
E. External object data can be accessed via list views

A. Detail pages can be accessed to view external object data
C. A user can user a custom tab to access records of an external object
E. External object data can be accessed via list views

You can access external objects via list views, detail pages, record feeds, custom tabs, and page layouts. You cannot add formula fields. Its not stored in SFDC.

307. **Which of the following is not a valid return type of a custom formula?**
1. Text
2. Decimal
3. Date
4. Array

4. Array

308. **Which of the following represent correct syntax to display first name from global variable user in a formula field?**
1. {User.FirstName}
2. {!User.FirstName}
3. {!$User.FirstName}
4. $User.FirstName

4. $User.FirstName

Not a merge field, just formula field

309.	**Which of the following statements are true about Record ID's? (Choose 2)** **A. The 15 character ID is case-sensitive** **B. The 18 character ID is case-insensitive** **C. The 18 character ID is case-sensitive** **D. The 15 character ID is case-insensitive**	A and B 15 = case-sensitive 18 = case-insensitive READ CAREFULLY
310.	**Which operator would need to be used to connect two or more strings in a formula field?**	&(Concatenate)
311.	**Which page layout elements are supported in Lightning Experience?** **A. Mobile Cards** **B. Expanded lookups** **C. Custom Links** **D. Quick Actions** **E. Visualforce Pages**	C. Custom links D. Quick Actions E. Visualforce Pages The components that can be added to a page layout include: Actions, Blank Spaces, Canvas Apps, Custom Links, Fields, Related Lists, Report Charts, Sections, Standard and Custom Buttons, and Visualforce pages. Page layout elements such as expanded lookups and mobile cards arent supported in LE.
312.	**Which Salesforce Formula Function can return a value based on more than two different field values?** **A. CASE Statement** **B. IF Statement** **C. Contains** **D. Begins**	CASE Statement
313.	**Which side is the detail side?**	When you define a master-detail relationship, the custom object on which you are working is the "detail" side. Its data can appear as a custom related list on page layouts for the other object Standard objects can't be on the detail side of a custom object in a master-detail relationship.
314.	**Which social media network is supported in the Salesforce mobile app through social accounts, contacts, and leads?**	Twitter. Nothing else.
315.	**Which type of component CANNOT be added to a Lightning App Builder page?** **A. Dashboards** **B. Visualforce** **C. Global Actions** **D. Filter List**	A. Dashboards
316.	**Which type of field should be used in a flow to schedule an appointment with a customer?**	Date/Time

317. **Which Validation formula is valid to make sure Phone & Email fields are filled in when converting a Lead?**
1. IsConverted = FALSE && (ISBLANK(Phone) && ISBLANK(Email)
2. IsConverted = TRUE && (ISBLANK(Phone) && ISBLANK(Email)
3. IsConverted = TRUE && OR(Phone, Email)
4. IsConverted = TRUE && OR(ISBLANK(Phone), ISBLANK(Email))

4. IsConverted = TRUE && OR(ISBLANK(Phone), ISBLANK(Email))

318. **While designing a flow in the Flow Builder, which resource allows creating a container to hold multiple field values related to a single record?**

D. Record Variable

While designing a flow in the Flow Builder, the resource called Record Variable is used to store field values for a single Salesforce record or a collection of records. The data type of 'Record' can be selected while defining the variable.

A variable is designed for holding a single value of a certain data type, whereas a Collection Variable is for holding multple values of a single data type.

319. **Who can an approver be?**

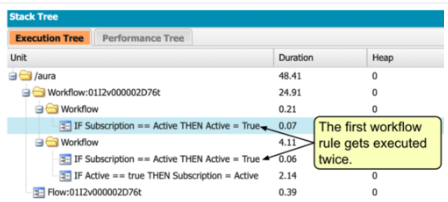
-A user or a queue chooses manually
-A user, users, related users, or a queue the admin selects
-A designated approver
-A delegated approver - which is a user who can approve or reject records on behalf of approver
-Manager can be designated.

320. **Workflow Rule 1: When Subscription picklist is set to Active, Checkbox to True**

Workflow Rule 2: When Is Active set to True, Subscription set to active.

Re-evaluate workflow rules after field change is enabled. Value of Subscription field is pending and then set to active. Now what?

A. The first workflow rule would be executed one more time
B. None of the workflow rules would be executed
C. Both workflow rules would be executed once
D. The field updates will not be executed



If "re-evaluate workflow rules after field change" is enabled, Salesforce will re-evaluate the workflow rules on the object when the field update results in a field value change. In this case, when the "Is Active" field is set to true, the second workflow rule causes the value of the Subscription to be change from Pending to Active. Since a field value change has occurred, and the re-evaluate setting is enabled on the field update that is related to the workflow rule, the first workflow rule will be executed one more time.

321. **A workflow rule has been created to update the stage field on the opportunity object. What may be affect in the field update?**
A. The Type value mapped to the Stage field
B. the Forecast Category value mapped to the Stage field
C. The Close Date field on the Opp object
D. The Tye Field on the Opportunity Object

A, B, C

Forecast Category, Any fields that are mapped, and Close Date.

(stage) Type i.e., Open, Closed, Probability, and Forecast Category

(not Oppty type)

322. **Workflow Rules Evaluation: describe**

RULE	CRITERIA	WORKFLOW ACTION	RE-EVALUATE AFTER FIELD UPDATE
Rule 1	Field 1 Update	Update Field 2	Yes
Rule 2	Field 2 Update	Send Email Alert	Yes

The "re-evaluate workflow rules after field change" can be used to ensure that after a field update, all workflow rules are re-evaluated.

323. **XYZ Corp has an existing account management system that is currently integrated with SFDC. If wants accounts to be read-only if there is an external ID defined on the record. What to do?**

-Workflow Rule: If the external id has a value, create a workflow rule that will update the record type to read-only that has a read-only page layout assigned.
-Create a page layout where all fields are marked as read-only. This page layout is only assigned to that record type.
-You can create the record type, associate it to a page layout, activate but NOT assign it to any profiles. This will ensure users dont have an option to select that The workflow rule will only grab it
**Account name is still editable - Salesforce does NOT allow marking this standard field as read only. You could create a validation rule though to prevent users from modifying it

-If Workflow Rule, Record Type, and Page Layout plus Validation rule doesnt do it, then you could use visualforce.

324. **You have a checkbox that sets Contacts to inactive. How do ensure Contacts with Inactive=TRUE doesn't show up on Contacts related list on the Account record page?**
A. Create a custom Lightning component that filtered related contacts for a given account
B. Add a filter to the contacts related list in the Account page layout configuration
C. Configure the filter settings on the Contacts related list for the Account record page
D. Embed a Visualforce page into the standard Account page layout that filters related contacts

A. Create a custom lightning component that filters related contacts on a given account

D. Embed a visualforce page into the standard Account page layout that filters related contacts

Page layouts do not provide an option to filter related lists. Related list components components can give you quick filters, but its not saved or sharable

325. **You have Custom Object A & Custom Object B, a record has to be created on B once a certain criteria is met A, how can this be achieved?**
A. Lightning Process on Object B
D. APEX Trigger on Object B
C. Lightning Process on Object A
D. Workflow Rule

C. Lightning Process on Object A

326.	**Your company has an external database of payment information that they wish to populate in Salesforce. They have decided to use Lightning connect & External objects to fulfil this requirement. If they wish to link this external object to Opportunities, which kind of relationship will need to be created?** **A. Look-up** **B. Master-Detail** **C. External Lookup** **D. Indirect Lookup**	D. Indirect Lookup
327.	**Your manager has asked you to create an object with radio buttons that track a rating of 1-5, how will you achieve this?** **1. Create a Visualforce page with radio buttons.** **2. Create a formula field** **3. Create a radio button with 5 options** **4. Create a dependant picklist that feeds the radio button type field**	1. Visualforce Doesnt have radio buttons
328.	**Your sales team needs to see top deals in the pipeline, with a visual interface that makes it easy to absorb key details at a glance. They want to see the most recent opportunities they've viewed and be able to drill into the record details with a single tap or click. And they want functionality to log calls and create accounts and opportunities on the go. What do you do?**	Create an App Page in Lightning App Builder, select two regions. Add Platinum and Gold SLA customers, add recent items, show the opportunity. In the properties page, add Log a Call, New Account, New Opportunity. YOU CAN ONLY ADD GLOBAL ACTIONS TO A LIGHTNING APP PAGE
329.	**You would like to add a formatted textual option to your lightning page. What type of component would you use?** **A. Visualforce** **B. Rich Text** **C. Text** **D. Descriptin**	B. Rich Text