**Q1.**

A sales manager wants an email alert to be sent to the Account Owner whenever an Opportunity is marked as “Closed Won.” The solution should be simple and not require coding. Which automation tool is best suited?

A. Apex Trigger  
B. Workflow Rule  
C. Approval Process  
D. Batch Apex

**Q2.**

The HR team wants to automatically create a **“Welcome Task”** for new employees whenever a new Employee record is created. The task must also include a due date that is 7 days after the Employee’s start date. Which automation should be used?

A. Workflow Rule  
B. Process Builder  
C. Record-Triggered Flow  
D. Approval Process

**Q3.**

A company wants to **prevent** sales reps from setting the Opportunity Close Date to a past date. Which automation is most appropriate?

A. Record-Triggered Flow with a Decision Element  
B. Validation Rule  
C. Workflow Rule with Field Update  
D. Approval Process

**Q4.**

Your manager wants to automatically **reassign Cases** that are still in “New” status after 48 hours to a Queue. Which tool would best handle this requirement?

A. Time-Dependent Workflow Action  
B. Scheduled Flow  
C. Apex Scheduler  
D. Escalation Rules

**Q5.**

When an Opportunity is marked “Closed Won,” the Account’s “Customer Status” field should automatically change to “Active.” Which automation approach is recommended?

A. Record-Triggered Flow updating Account  
B. Workflow Rule with Field Update  
C. Apex Trigger with SOQL query  
D. Approval Process

**Q6.**

The finance team requires that any Expense Report submitted for approval over $10,000 must first go to the Department Head, and then to the CFO. Which automation should be used?

A. Process Builder  
B. Approval Process  
C. Record-Triggered Flow  
D. Validation Rule

**Q7.**

A support manager wants to ensure that when a Case is closed, a **Customer Satisfaction Survey Email** is automatically sent. Which automation tool should be used?

A. Workflow Email Alert  
B. Record-Triggered Flow with Email Action  
C. Apex Trigger with Messaging.sendEmail()  
D. Process Builder

**Q8.**

The operations team wants to schedule a **weekly job** that updates a custom “Health Check” field on Accounts based on activity in the past week. Which automation is best?

A. Workflow Rule  
B. Scheduled Flow  
C. Approval Process  
D. Time-Based Escalation Rule

**Q9.**

A sales director wants to automatically lock an Opportunity record once it is “Closed Won,” so users cannot make further changes. Which automation solution is best?

A. Validation Rule  
B. Workflow Rule with Field Update  
C. Approval Process with Final Action: Lock Record  
D. Record-Triggered Flow

**Q10.**

Your company wants to send an **email reminder** to a manager if a Case is not updated for 3 days after creation. Which Salesforce automation tool would you use?

A. Escalation Rules  
B. Scheduled Flow  
C. Workflow Rule with Time-Dependent Action  
D. Apex Scheduler

Flow builders

**Q1.**

A company wants to automatically update the “Customer Status” field on an Account when a related Opportunity is set to Closed Won. Which type of Flow should be used?

A. Screen Flow  
B. Record-Triggered Flow  
C. Scheduled Flow  
D. Auto-Launched Flow with Button

**Q2.**

An admin wants to create a wizard to guide users through entering case details step by step (multi-screen user input). Which Flow type is best?

A. Record-Triggered Flow  
B. Auto-Launched Flow  
C. Screen Flow  
D. Subflow

**Q3.**

Your org requires a job that runs every Friday at 9 AM to update a “Weekly Health Score” field on Accounts. Which Flow should be used?

A. Auto-Launched Flow  
B. Record-Triggered Flow  
C. Scheduled-Triggered Flow  
D. Screen Flow

**Q4.**

An Opportunity Flow needs to reference logic that is reused in multiple flows (like calculating discount percentages). Which Flow feature should be used?

A. Loop Element  
B. Subflow  
C. Assignment Element  
D. Formula Field

**Q5.**

A Flow was built to auto-create a Task when a Case is created, but it fails if no Case Owner exists. How should the admin handle this?

A. Use a Fault Path to handle the error  
B. Switch to Process Builder  
C. Add a Validation Rule  
D. Use Workflow Rule instead

**Q6.**

An admin builds a Record-Triggered Flow to update a parent Account whenever a related Contact is updated. Which consideration is most important?

A. Flow must be scheduled only  
B. Recursive updates may occur  
C. Subflows cannot be used  
D. Flow requires Apex integration

**Q7.**

A Screen Flow should only be available to **Sales Managers**. How can this be enforced?

A. Add a Role-based condition in the Flow Start  
B. Assign the Flow to the Sales Manager Permission Set  
C. Add a Flow Fault Path for unauthorized users  
D. Create a Workflow to restrict access

**Q8.**

Which Flow element should be used to **iterate through multiple related records**?

A. Get Records  
B. Decision Element  
C. Assignment Element  
D. Loop Element

**Q9.**

An admin wants to **send an email** when a Case Priority = High. Which action is best in Flow?

A. Use an Email Alert action in Flow  
B. Add a Screen component with Email field  
C. Create a Workflow and call it from Flow  
D. Use Apex sendEmail() inside Flow

**Q10.**

A Flow is failing because it tries to process **over 10,000 records at once**. Which Flow feature should be used?

A. Fault Path  
B. Batch Flow Processing (Scheduled Paths / Asynchronous)  
C. Decision Element  
D. Validation Rule