

App BuilderSU22

Question: An app builder has a custom component they want to make available on the utility bar, but the component is unavailable.

How should the component be tagged?

- A. For use on record pages.
- B. For use in Lightning App Builder.
- C. For use on the utility bar
- D. For use in App Manager.

Question: What are two capabilities of Schema Builder?

Choose 2 answers

- A. Creating @ new record type
- B. Editing custom settings
- C. Showing selected objects on a page
- D. Viewing page layouts in a new window

Question: Managers at Universal Containers want @ quick way to create additional accounts to form a hierarchy from a Parent Account record. They want to auto-populate five fields based on the parent to make it easier for users to create the child accounts quickly.

What should the app builder recommend?

- A. Add Path on Account hierarchy
- B. Create a custom action
- C. Customize a Global Quick Action
- D. Add a custom link on Account

Question: Dreamhouse Realty wants to Import Its property records from an external system into Salesforce. The app builder will use an external ID field to house the property ID from the external system.

Which two details should the app builder know when using external ID fields?

Choose 2 answers

- A. An external ID field can be a number field.
- B. An external ID field can be a URL field.
- C. An external ID field can be a phone field
- D. An external ID field can be a text field

Question: Universal Containers wants to display the real-time stock price for each Account on the Account record page.

How should an app builder implement this request?

- A. Create a Lightning Web Component.
- B. Install a solution from the AppExchange.
- C. Build a Flow that uses API calls.
- D. Use a scheduled Apex job,

Question: Universal Containers (UC) wants to streamline its data capture process by linking fields together. UC wants to do this so that the available values on dependent fields are driven by values selected on controlling fields.

Which three considerations support the stated requirements?

Choose 3 answers

- A. Multi-select picklists can be dependent picklists but not controlling fields.
- B. The data import wizards only allow values to be Imported into a dependent picklist if they match the appropriate controlling field.
- C. Checkbox fields can be controlling fields but not dependent fields
- D. Standard and custom picklist fields can be dependent fields.
- E. Custom picklist fields can be either controlling or dependent fields.

Question: Dreamhouse Realty is rethinking its sandbox utilization strategy after acquiring Cloud Kicks. The Salesforce COE already utilizes a partial and 2 full sandbox, which it refreshes on their own regular schedules. Teams are expanding and have to begin each of their small projects in a sandbox before committing to the larger pool for collaborative testing while still keeping costs down.

What type of sandbox should each team member use?

- A. Full sandbox
- B. Developer sandbox
- C. Developer pro sandbox
- D. Partial sandbox

Question: Dreamhouse Realty wants to track how many lifts are being installed into customer garages. The To Be Installed custom checkbox field on the custom Lift object should be checked and an external system should be notified via an outbound message the next day when a lift is sold.

What automation tool should be used to complete this task?

- A. Approval process
- B. Workflow
- C. Flow
- D. Process Builder

Question: Sales reps at Universal Containers create multiple quotes per opportunity.

What automation tool should an app builder recommend to delete rejected quotes?

- A. Approval process
- B. Validation rule
- C. Workflow rule
- D. Flow

Question: Ursa Major Solar's sales team has been struggling to enter data on mobile since rollout; the team dislikes scrolling through all of the fields to input only the necessary data.

How could the app builder solve this with minimal impact to desktop users?

- A. Filter components by device using Form Factor
- B. Reorder the fields to make sense for the reps when in the field.
- C. Update the training documentation with better screenshots.
- D. Deselect the phone radio button on the Lightning record page assignment.

Question: An app builder is creating a Lightning record page and has added Mobile & Lightning Actions to the page layout. What two components could be included on the layout to display the actions?

Choose 2 answers

- A. Highlights panel
- B. Chatter
- C. Activities
- D. Path

Question: Universal Containers wants some enhancements on its Opportunity page layout to improve efficiency and collaboration.

Which two solutions should an app builder suggest to help meet these requirements?

Choose 2 answers

- A. Mark stage dependent fields as required on the Opportunity page layout
- B. Use two Tabs components to separate record information from activities.
- C. Add a Path component with fields and instructions aligning to stages on the Opportunity.
- D. Set up an approval process requiring manager consent at each stage of the Opportunity.

Question: Cloud Kicks (CK) is finding sales reps are inconsistent in data entry when deals are won. CK requires that custom shoes are shipped within two weeks after the close date. A custom field called Scheduled Ship Date on the opportunity records the ship date.

How should the app butler ensure this field is properly filed out before setting the opportunity to closed won?

- A. `OR(ISPICKVAL(StageName , "Closed Won") && (Scheduled_Ship_Date_c - CloseDate) > 14, ISBLANK(Scheduled_Ship_Date_c))`
- B. `OR(ISPICKVAL(StageName = "Closed Won") && (Scheduled_Ship_Date__c - CloseDate) > 14, ISBLANK(Scheduled_Ship_Date__c))`
- C. `ISPICKVAL(StageName , "Closed Won") && (Scheduled _Ship_Date_c - CloseDate) > 14`
- D. `ISPICKVAL(StageName = CloseDate) > 14, losed Won") && (CloseDate - Scheduled_Ship_Date_c) > 14`

Question: An app builder wants to create a report to compare the number of support cases in each status (New, In-progress, or Closed) and by priority (Critical, High, Medium, or Low).

What solution should be used for the report?

- A. Grouping
- B. **Bucket Columns**
- C. Custom Report Type
- D. Filters

Question: Cloud Kicks recently implemented the application lifecycle management process to its release management strategy.

Which category handles bug fixes and simple changes?

- A. **Patch**
- B. Minor
- C. Major
- D. Rollback

Question: Properly installing managed packages helps prevent conflicts with customizations made by customers and partners.

What functionality should be used to set up packages?

- A. Description
- B. Allow sharing
- C. Help setting
- D. Namespace

Question: Universal Containers has a custom picklist called Support Level on the Account object. They would like to show the real-time value of Support Level on all case records.

How should an app builder implement this requirement?

- A. Create a formula field on the Case object using the TEXT function
- B. Create a formula field on the Account object using the ISPICKVAL function.
- C. Create a Process Builder and use a field update on the Case object.
- D. Create a roll-up summary field using Support Level on the Account object.

Question: Universal Containers is expecting impacts to operations due to increased demand. The executive team will be reaching out to current customers and want to see the number of open cases for the account and parent account,

Which two tools could an app builder combine to display the number of open cases on the account page?

Choose 2 answers

- A. Flow
- B. Workflow
- C. Approval Process
- D. Process Builder

Question: An app builder is preparing to deploy a new app from the sandbox to production using change sets.

What two considerations should an app builder keep in mind during this process?

Choose 2 answers

- A. Salesforce Connect automatically establishes a link between environments.
- B. Change sets do not include all components and may have to perform some changes manually
- C. Users should be logged out of production when receiving inbound change sets.
- D. Transactions will revert if the deployment errors.

Question: An app builder is tasked with adding key performance indicators on client pages. They want to see a summary of the number of open Opportunities and the number of won Opportunities for each Account.

Where should the app builder go to build these new rollups?

- A. Lightning App Builder
- B. Account Object
- C. Lightning Object Creator
- D. Opportunity Object

Question: Universal Containers wants to understand return on investment for the latest advertising buy. They currently use a private security model for all objects.

What should an app builder recommend?

- A. Change to a public security mode
- B. Configure Campaign Hierarchies and Campaign statistics
- C. Utilize Account Hierarchies and Roll-Up Summary fields
- D. Run an opportunities pipeline report

Question: Accounts at Universal Containers are currently readable by all users but editable only by their owners. Management wants to designate some Accounts as VIP Accounts. Only Account owners should have read access to these VIP accounts.

Which two actions should an app builder take to meet the requirements?

Choose 2 answers

- A. Implement a sharing rule.

- B. Configure a permission set.
- C. Set up an Account Team.
- D. Change organization-wide defaults.

Question: Universal Containers wants to collaborate with its customers within Salesforce and has decided to enable the Allow Customer Invitations in the Chatter settings.

Which permission is granted to customers when invited to a Chatter group?

- A. The ability to @mention accounts of which they are a contact
- B. The ability to invite members to groups of which they are a member.
- C. The ability to interact with members of their groups.
- D. The ability to request access to public groups.

Question: Universal Container wants customers to be able to open cases from a public-facing website.

What should the app builder use to enable visitors to the website?

- A. Outbound message
- B. Web-to-case
- C. Screen flow
- D. Email-to-case

Question: Cloud Kicks (Ck) wants to quickly Insert a list of over 60,000 net new Accounts. The template based on CK's data model was used to populate the list. Which tool should be used?

- A. Data Loader
- B. Lightning Object Creator
- C. Import Wizard
- D. Schema Builder

Question: Cloud Kicks (Ck) wants to begin socializing and collaborating within Salesforce around customer accounts to discuss various topics. CK would like all company employees to see these conversations.

Which two features of Chatter would meet CK's business needs?

Choose 2 answers

- A. Set up new private Chatter groups.
- B. Set up new public Chatter groups.

- C. Use post action on the Account object.
- D. Use Chatter actions to create tasks to complete.

Question: Cloud Kicks wants to know the total value of all won Opportunities for Accounts and display it on the record.

What type of summary should the app builder use in the roll-up summary field?

- A. Count
- B. Max
- C. Sum
- D. Min

Question: Universal Containers (UC) wants to delete data in several fields for 5,000 Lead records. UC exported the selected Record IDs and fields that need to have data deleted in a CSV file.

Which two steps should an app builder suggest to meet these requirements?

Choose 2 answers

- A. Select the correct record type.
- B. Select Insert Null Values in Settings.
- C. Use Data Loader to update leads using the CSV file
- D. Use Import Wizard to update leads using the CSV file.

Question: Universal Containers has a requirement that an opportunity should have a field showing the value of its associated account's billing state. This value should be static after the opportunity has been created, what is the recommended solution to configure this automation behavior?

- A. Rollup summary field
- B. Workflow
- C. Formula field
- D. Apex

Question: Ursa Major Solar wants to convert the relationship between Galaxy and Star from a lookup relationship to @ master-detail relationship so each Galaxy record can be equipped with a roll-up summary count of Star records.

Which two considerations should be made?

Choose 2 answers

- A. The Star records are all required to have an existing value in their Galaxy field
- B. The Galaxy object has fewer than two existing master-detail relationships.
- C. The Galaxy object is required to contain existing roll-up summary fields.
- D. The Star object has fewer than two existing master-detail relationships.

Question: Universal Containers has two types of applicants, hourly and salary. There are separate record types for each. While all members of the human resource department need to be able to view all applicant records, only the hiring Manager and VP of HR should be able to create salary applicant records.

What should the app builder recommend to meet this requirement?

- A. Update the org-wide default to private and create a sharing rule for the role of recruiting manager.
- B. Create a permission set containing the salary record type and assign it to the appropriate users.
- C. Remove "create" permission for the salary applicant object for everyone except the manager and VP.
- D. Configure the hourly record type as the default and instruct non-management users to accept the default record type.

Question: The Dreamhouse Realty (DR) service manager has asked for some improvements in case management to enforce process compliance so that cases are unable to be reverted to an earlier case status, and to ensure that certain fields are required when specific case criteria are met.

What solution should an app builder implement to meet these requirements?

- A. Workflow Rules
- B. Process Builder
- C. Validation Rules
- D. Activities Component

Question: A Service Coordinator (SC) for Ursa Major Solar (UMS) does a final review of work orders owned by a technician for a specific region before the records are submitted for an invoice. Before closing out the work order, the SC needs to modify data or remove attachments that were added by mistake. The SC also needs access to any other related records owned by the technician.

What solution would provide the required access, given a private data model?

- A. Give the SC a permission set with the Modify All Data system permission.
- B. Put the SC in the role hierarchy above the technicians whose work orders they review.
- C. Create a workflow rule that updates records owned by technicians in that region with the SC.
- D. Change work order access on the SC's profile to 'Modify All'.

Question: Cloud kicks (Ck) wants to track orders against inventory, ensuring its ability to fulfill order requests. CK created a junction object called Request Inventory to enable many-to-many relationships with the Inventory and Order objects.

What does the app builder need to provide to ensure users can view Request Inventory records?

- A. Read access to both master objects.
- B. Apex-based sharing on the first master object.
- C. Sharing rules on Request Inventory object.
- D. Read access to the first master object.

Question: An app builder wants to streamline the user experience by reflecting summarized calculations of specific fields on various objects. Which three field types can be used in roll-up summary fields to accomplish this?

Choose 3 answers

- A. Checkbox
- B. Date
- C. Currency
- D. Time
- E. Percent

Question: Universal Containers (UC) has several large customers that sell their products through dealers. Each customer and dealer have an individual rep who works directly with UC and each is billed separately.

How should an app builder implement these requirements?

- A. Create a single parent record, add each rep as a contact to the parent account and add each dealer as a child record.
- B. Create both customer and dealer as accounts, create account teams on each account and associate the dealer records with the parent account.
- C. Create 2 single account record, add each rep as a contact and create a custom dealer object.
- D. Create both customer and dealer as accounts, add each rep as a contact on the corresponding account and create an account hierarchy,

Question: Cloud kicks (CK) tracks the support level of its customers on the account record page. CK wants to show a text notification on a case record page when the related account is a platinum-level customer.

How could an app builder meet this requirement?

- A. Add a rich text area to the Case Lightning page > Set the component visibility of the rich text area to show when the account support level is platinum.
- B. Create a text-only Visualforce page > Drag the Visualforce component into the Case page layout > Set its visibility to show When the account support level is platinum
- C. Create a text-only Visualforce page > Clone the case page layout > Drag the Visualforce component into the page, and assign the layout to platinum cases
- D. Clone the Case Lightning page > Add a rich text area to the new page, and assign this page to platinum accounts.

Question: Universal Containers (UC) has large data volumes and is nearing data storage limits. The planned solution is to archive historical data to reduce data storage in Salesforce; however, UC would still like to use reports, queries, and lookups on the archived information.

Which two options could meet this requirement?

Choose 2 answers

- A. Big objects
- B. Custom objects
- C. Related objects
- D. External objects

Question: Universal Containers has a customer base where many customers have the same or similar company names. Which functionality should be configured to improve an end user's search experience?

Choose 2 answers

- A. Update the account search layouts accounts tab columns displayed.
- B. Update the account search layouts list view filter settings.
- C. Update the account search layouts search filter fields.
- D. Update the account search layouts search results columns displayed.

Question: The CFO wants to make sure that a deal with more than a 40% discount gets approved by the VP of Finance before a quote is sent to the customer.

In which two ways can this be accomplished?

Choose 2 answers

- A. Create a new process with a submit for approval action to automatically submit deals for approval
- B. Launch a flow that uses a submit for approval action to submit deals for approval.
- C. Launch a new approval process that has automatic submission enabled as an initial submission action.
- D. Create a new approval process that has automatic submission enabled in the entry criteria

Question: Universal Containers uses a custom picklist field Account Region on the account record. They want this region to be reflected on all related contact records and stay In sync if the value of this field changes on the Account.

How should an app builder meet this requirement?

- A. Create 2 picklist field called 'Account Region' on Contact object > Create a workflow rule to update this picklist field if the Account Region field on the Account is changed.
- B. Create a formula field on the Contact object > Set the value of the formula to ISPICKVAL (Account.Account_Region__c)
- C. Create a formula field on the Contact object > Set the value of the formula to TEXT(Account.Account_Region__c)
- D. Create a text field called 'Account Region' on Contact object > Create @ workflow rule to update this picklist field if the Account Region field on the Account is changed

Question: Universal Containers is piloting new features in an existing sandbox and wants to prevent outbound email sends during testing.

What should the app builder do to meet the requirement?

- A. Email deliverability set to system email only.
- B. Email configured for SMTP authentication
- C. Email relay to the configured host enabled.
- D. Email deliverability set to no access.

Question: Universal Containers (UC) delivers purchased containers to remote construction sites. Customers supply UC with crossroads or location markers.

What type of field should the app builder use to capture this information?

- A. External Lookup
- B. Formula
- C. Number
- D. Geolocation

Question: Ursa Major Solar is ramping up the sales team to meet increased demand. As part of the short ramp up for these new reps, the manager wants to provide a help guide to enable reps to easily get help where needed during the different sales processes.

Which solution should an app builder recommend?

- A. Flow
- B. Journey Builder
- C. Chatter Publisher
- D. Path

Question: An app builder has created a new report type but users are unable to select it from the Report Type list when making a new report for records they own. What could be causing this issue?

- A. Access to the necessary object is unavailable.
- B. The report type is in a status of Deployed.
- C. Access to Create and Customize Reports is disabled
- D. The report type is in a status of In Development.

Question: The app builder at Ursa Major Solar has just created a master-detail relationship between a parent object Galaxy__c and child object Star__c.

What would be the effect of creating this type of relationship if users want to report on Galaxy__c with Star__c?

- A. A Star__c report type with Galaxy__c as a field will be automatically created.
- B. A new custom report type will need to be created for Star__c with lookup fields from Galaxy__c
- C. A Galaxy with Star__c report type will be automatically created
- D. A new custom report type will need to be created for Galaxy__c with Star__c

Question: Service Agents are required to confirm a user's identity before providing support information over the phone.

What feature can an app builder use to help agents meet this requirement?

- A. Case Validation Rules.
- B. Include Surveys as a Case related list.
- C. Guided Action Flows on the record page.
- D. Add Path to the top of the Case layout.

Question: Universal Containers is migrating its sales operations from a legacy system that was used in Europe. Opportunities need to be imported with the proper country currency.

Which two steps should an app builder configure to meet these requirements?

Choose 2 answers

- A. Use Import Wizard to Import the records.
- B. Use Data Loader to import the records
- C. Include the Currency 150 code in all currency fields in the import file.
- D. Include the Currency 180 Code Column in the import file.

Question: Cloud Kicks received a new requirement to calculate summaries from child objects of a standard object. The team would prefer to solve this declaratively

What are two considerations an app builder should evaluate?

Choose 2 answers

- A. An app builder is unable to change a look up to a master-detail relationship.
- B. An object can have up to two master-detail relationships.
- C. A trigger on save or update can kick off calculations
- D. A value is required in all records of the lookup field prior to converting to a master-detail relationship.

Question: An app builder wants to create a formula field on an Account to include data from related Contacts but is unable to find the relationship in the formula editor.

What is a limitation of formulas that could be causing the issue?

- A. Unable to reference the child records.
- B. A master-detail relationship should be created.
- C. Formula field limit reached on the Account object.
- D. More than 5,000 characters in the formula.

Question: Universal Containers' app builder has been tasked with replacing workflow rules and Apex triggers with Process Builders where possible.

What are two important considerations an app builder should know before the project is started?

Choose 2 answers

- A. Avoid generating infinite loops.
- B. Apex has a different SOQL query limit than Flow.
- C. Create a process for each workflow rule.
- D. Combine actions when possible.

Question: Universal Containers wants to Improve the process to create Opportunity records related to an Account. Many fields can be populated based on the Account record. Some fields require input from the user.

What should an app builder configure to meet the requirement?

- A. Process Builder triggered from Opportunity update
- B. Quick Action on the Account object
- C. Quick Action on the Opportunity object
- D. Process Builder triggered from Account update

Question: The convert button on Lead should be unavailable until the Lead Status picklist is set to Qualified What should an app builder suggest to meet these requirements?

- A. Custom button, validation rule, record types
- B. Process Builder field update, quick action, record type
- C. Page layouts, record types, Process Builder field update
- D. Picklist dependency, page layouts, record types

Question: Service agents at Ursa Major Solar want a more condensed case view. Service agents also want to be able to modify the associated contact and account records from the case page layout on the Lightning record page.

Which two components should an app builder use to meet these requirements?

Choose 2 answers

- A. Path
- B. Rich text
- C. Related record
- D. Tabs

Question: Universal Containers Is setting up Salesforce for the first time. Management wants the sales and marketing teams to have different navigation menus In the Salesforce Mobile App.

Which option is available to an app builder to satisfy this requirement?

- A. Create mobile navigation menus for both the sales and marketing profiles.
- B. Create roles for sales and marketing and assign a custom homepage layout for each role.
- C. Create sales and marketing profiles and ensure read access to different objects.
- D. Create public groups for sales and marketing and create mobile navigation menus for each group.

Question: An app builder needs to deploy a new account detail page layout from sandbox to production Which three components should an app builder include in the Change Set to ensure it deploys successfully and visually as expected?

Choose 3 answers

- A. Detail page layout
- B. Custom fields
- C. Custom actions
- D. Lightning App Builder
- E. System administrator profile

Question: A Manager at Universal Containers has requested that a custom text field be converted to a picklist in order to promote better data hygiene.

Which two actions should be considered before changing the field type?

Choose 2 answers

- A. Field references will be removed in Visualforce pages.
- B. All data should be backed up before converting a text field.
- C. Existing list views that reference the field may be deleted
- D. Changing a field type will remove existing field history.

Question: Cloud Kicks wants to set up a new opportunity approval process and execute various action items based on the initial submission.

Which three action types should an app builder use in the approval process?

Choose 3 answers

- A. Email Alert
- B. Outbound Message
- C. Task
- D. Invocable Flow
- E. Invocable Process Builder

Question: A user is unable to use inline editing on a list view. A quick check verifies the user should be able to perform inline editing as they have been assigned the appropriate permissions.

Which two conditions should the app builder review?

Choose 2 answers

- A. If the list view restricts sharing for the user
- B. If the list view selected is the recently viewed list view
- C. If the list view contains a chart created by the user
- D. If the list view contains more than one record type.

Question: An app builder has downloaded a component from the AppExchange successfully; however, they are unable to add it to the Lightning home page

Which two reasons can be preventing the app builder from being able to add the custom component?

Choose 2 answers

- A. My Domain must be deployed to add custom components to the page with the App Builder.
- B. A custom tab must be created to add custom components to the page with the App Builder.
- C. The component requires a developer permission to add it to the page with the App Builder.
- D. The component is tagged for record pages instead of home pages and is not showing up in the App Builder.

Question: An app builder notices several Accounts converted from Leads are missing information they expected to be caught via Account validation rules.

What could be the source of this issue?

- A. The lead settings are unchecked to require validation for converted leads.
- B. Account validation rules fail to validate on records converted from a lead.
- C. The lead settings are allowing users to intentionally bypass validation rules.
- D. Lead validation rules fail to validate on records when they are being converted

Question: An app builder is creating a custom object called Testimonial__c and wants to connect Testimonial__c records with both the submitter's Contact record and Account record. If the Account is deleted, the Testimonial__c should also be deleted. If the Contact is deleted, but the Account remains, the Testimonial__c should remain.

How should this be accomplished?

- A. Make both the Contact and Account fields required on the Testimonial__c object and create lookup relationships from Testimonial__c to Contact and to Account.
- B. Create a master-detail relationship from Testimonial__c to Account and a lookup relationship from Testimonial__c to Contact.
- C. Make Testimonial__c a junction object between Account and Contact using master-detail relationships.
- D. Create a lookup relationship from Testimonial to Account and a master-detail relationship from Testimonial__c to Contact

Question: Cloud Kicks has created a custom object called Interests which is joined to Accounts by way of a Junction object called Account Interest.

What is the impact to users attempting to view an Account and the associated Account Interest records if they are without read access to the Interest object?

- A. Users will be able to view the Account Interest records and will have read-only access to the Interest records.
- B. Users will be unable to view Account records that have a related Account Interest record
- C. Users will be unable to view the Account Interest records or the Interest records.
- D. Users will be able to view the Account Interest record, but unable to view the field or any information relating back to the Interest record.

Question: Cloud Kicks wants to make sure that users without the Marketing role are unable to update the Contact Retail opt in picklist field to Yes.

What validation rule would an app builder use to prevent other users from making this update?

- A. `AND(SUserRole.Name != 'Marketing', ISCHANGED(Retail_Opt_In__c), ISPICKVAL(Retail_Opt_In__c, "Yes"))`
- B. `(©) AND($UserRole.Name != 'Marketing', Retail_Opt_In__c = "Yes")`
- C. `AND($UserRole.Name = 'Marketing', ISPICKVAL(Retail_Opt_In__c, "Yes"))`
- D. `AND($UserRole.Name = 'Marketing', Retail_Opt_in__c`

Question: Ursa Major Solar wants to see the Type field from the parent object Galaxy listed on the child record Star, the app builder is receiving an error stating "Picklist values are only supported in certain functions."

What formula should an app builder use to achieve the desired result?

- A. `ISPICKVAL(Galaxy__rType__c)`
- B. `VALUE(Galaxy_r-Type__c)`
- C. `TEXT(Galaxy__rType__c)`
- D. `FIND(Galaxy_r-Type__c)`

Question: Universal Containers uses the Asset object to track products that are installed at customer locations. A new object, Asset Inventory, has been created to capture details about the asset.

Which approach should the app builder take to show Asset Inventory as a related list on Asset?

Answer: Create a lookup relationship on Asset Inventory to Asset. Add the Asset Inventory related list to the Asset page layout.

Question: At Cloud Kicks when an opportunity close date is delayed by more than 60 days, the manager and the VP of Sales want to review the change.

Which two solutions will meet the requirement?

Choose 2 answers

- a. Create a workflow rule that checks for close date less than 60 days and add an email alert.
- b. Build an approval process that requires unanimous approval from the manager and VP of Sales.
- c. Create a flow that submits the record for an approval process.
- d. Build a validation rule that does not allow a user to save the opportunity record.

Question: An app builder has been asked to display an Overdue Date that is two months after a Task's Due Date.

Which approach should the app builder take?

- A. Use Process Builder and set Overdue Date equal to $\text{DueDate} + ((365/12) * 2)$.
- B. Create a formula field using $\text{DueDate} + 60$.
- C. Create a formula field using the `ADDMONTHS()` function.
- D. Use Process Builder and set Overdue Date equal to $\text{DueDate} + 60$.

Question: The services manager wants to make sure the team enters case priority consistently.

What feature can an app builder use to accomplish this?

- A. Path
- B. Flow
- C. Next Best Action
- D. In-App Guidance

Question: At Ursa Major Solar there is a requirement for a new field called Planet Details on the Planet object where users can write detailed descriptions that can include pictures and links.

What field type should the app builder utilize to fulfill this requirement?

- A. Long Text Area
- B. Rich Text Area
- C. Multi-Select Picklist
- D. URL

Question: Universal Containers has Public Read/Write as the Account organization-wide default (OWD) setting. Visitors to the customer community site report that they can see all of the company's account records.

How should an app builder configure Account sharing so that community users only see their own Account?

- A. Create an account record type for external accounts.
- B. Define an owner-based sharing rule for external accounts.
- C. Define a permission set for external accounts.
- D. Set the account external OWD to private.

Question: The marketing team at Universal Containers has a list of 400 leads it wants to upload to Salesforce. The team needs to avoid creating duplicate records.

Which two actions should be taken to meet this requirement?

Choose 2 answers

- A. Use Data Loader's update function to import leads and match to existing records based on e-mail address.
- B. Upload the lead list using the Import Wizard and select a Matching Type to prevent duplicate lead creation.
- C. Utilize a Lead Matching Rule and corresponding Duplicate Rule to block newly created duplicate leads.
- D. Enable Duplicate Matching in the Data Management section in Setup and activate the Lead-to-Lead scenario

Question: Due to the complexity of the Universal Containers sandbox release schedule and requirements, it is advised that change sets are used as often as possible to migrate from one environment to another.

Which three common items can an app builder move when using a change set?

Choose 3 answers

- A. Web-to-lead
- B. Standard fields
- C. Custom object
- D. Apex class
- E. Custom field

Question: Universal Containers created a 'New Task' custom action on the Opportunity object. The action was added to all page layouts in the Mobile & Lightning Actions section.

Which Lightning component should the app builder add to the layout to display the action?

- A. Activities
- B. Related lists
- C. Highlights panel
- D. Related record

Question: A recently refreshed partial sandbox at Cloud Kicks has no data in the custom object Shipping. Checking in production, there are two million rows of data in the object.

What could be the reason the data is missing?

- A. The sandbox is still populating data.
- B. The selected objects in the sandbox template.
- C. The sandbox was refreshed too early.
- D. The partial sandbox is at capacity.

Question: Ursa Major Solar wants to provide sales console users with an incredible experience, with the most used components easily accessible at all times.

What solution can enable reps to see and access these components from anywhere within the app without leaving the page where the team is working?

- A. Favorites
- B. Utility bar
- C. Global actions
- D. Home page

Question: Which three Salesforce functionalities are ignored when processing field updates in workflow rules and approval processes?

Choose 3 answers

- A. Multiple currencies
- B. Record type picklist value assignments
- A. c. Field-level security
- C. Validation Rules
- D. Decimal places and character limits

Question: An app builder creates an Account validation rule on the industry field that will display an error if the length of the field is longer than six characters. Another app builder creates a workflow rule with a field update that sets the industry field to Technology whenever the Billing City field is set to San Francisco.

What will happen the next time a sales rep saves an Account with a Billing City of San Francisco?

- A. The record will not save and the validation rule's error message will be displayed.
- B. The record will save but the industry field will not change to Technology.
- C. The record will not save and no error message will be displayed.
- D. The record will save and the industry field will change to Technology.

Question: At Universal Containers, the VP of Service has requested a visual indicator flag on each case, based on the case

priority. High-priority cases should be flagged red, medium-priority should be flagged yellow, and low-priority cases should be flagged green.

Which two formulas will accomplish this requirement?

Choose 2 answers

- A. `CASE(Priority, "Low", "/img/samples/flag_green.gif", "Medium", "/img/samples/flag_yellow.gif", "High", "/img/samples/flag_red.gif", "/s.gif")`
- B. `IMAGE(IF(ISPICKVAL(Priority, "Low"), "/img/samples/flag_green.gif", IF(ISPICKVAL(Priority, "Medium"), "/img/samples/flag_yellow.gif", IF(ISPICKVAL(Priority, "High"), "/img/samples/flag_red.gif", "/s.gif"))), "Priority Flag")`
- C. `C. IF(ISPICKVAL(Priority, "Low"), "/img/samples/flag_green.gif", IF(ISPICKVAL(Priority, "Medium"), "/img/samples/flag_yellow.gif", IF(ISPICKVAL(Priority, "High"), "/img/samples/flag_red.gif", "/s.gif")))`
- D. `IMAGE(CASE(Priority, "Low", "/img/samples/flag_green.gif", "Medium", "/img/samples/flag_yellow.gif", "High", "/img/samples/flag_red.gif", "/s.gif"), "Priority Flag")`

Question: Cloud Kicks has a sales rep who is stating that their Contact is unavailable for other users to see within Salesforce.

In which three ways can an app builder troubleshoot this issue?

Choose 3 answers

- A. Create an Account Sharing Rule to give the users access to all records.
- B. Confirm whether Default Organization-Wide Sharing Settings provide access to the Account.
- C. Review the contact record and ensure it is linked to an Account.
- D. Verify the users with the issue have access to the Contact object.
- E. Create a new Contact and have the users try again.

Question: Universal Containers has a Lightning record page that supports both the mobile app and desktop. An app builder has downloaded a custom Lightning component from AppExchange, but users are unable to view the component on mobile devices.

What can be the issue?

- A. The component needs to be activated.
- B. The record page template is unable to support mobile devices.
- C. The record page needs to be activated.
- D. The component has been developed for Desktop Pages.

Question: Dreamhouse Realty (DR) is expanding into subsidized housing by partnering with local government entities. DR uses Sales Cloud and has enabled field history tracking on the Opportunity object. Due to increased information requirements, the App Dev team is changing Text Area (Long) fields to Rich Text fields to allow for up to 1,000 characters and better descriptions.

Which two considerations should be made by the team?

Choose 2 answers

- A. Data loss may occur when changing custom field types.
- B. Audit Trail is available through REST API extracts.
- C. Rich text field values of all lengths are displayed fully in reports.
- D. Field History Tracking records value changes of 255 characters or less.

Question: A sales manager at Cloud Kicks wants the team to spend more time in the field and less time manually entering the information found on the business cards they collect.

What should an app builder do to help achieve this goal without sacrificing data quality?

- A. Post daily to the Chatter feed any relevant fields that need to be populated.
- B. Research and evaluate data enrichment products on the AppExchange to automate data entry.
- C. Use Flow to create a data entry wizard to automate data entry.
- D. Use a combination of workflow rules and formula fields to populate key fields for the sales user.

Question: Universal Containers (UC) has a custom Invoice object and a custom Invoice Line-Item object. The Invoice Line

Item object has a lookup relationship to the Invoice. UC would like to convert the lookup relationship to a master detail relationship but is unable to do so.

Which two reasons could be preventing this relationship conversion? Choose 2 answers

- A. Custom objects are unable to be on the detail side of a master-detail relationship.
- B. There are already two master-detail relationships on the Invoice Line Item.
- C. Invoice Line-Item records exist without having the Invoice lookup field populated.
- D. There is a roll-up summary field on the Invoice object.

Question: Which two solutions prevent a formula field from being referenced by a Roll-Up Summary field?

Choose 2 answers

- A. The CASE() function in the formula field
- B. The NOW() function in the formula field
- C. A cross-object field reference in the formula field
- D. A cross-object workflow updating a field referenced by the formula field

Question: Universal Containers uses a custom picklist called Account_Region_c on the Account object. The vice president of sales has asked that the value of this field is visible on Opportunities.

How should an app builder create this solution?

- A. Lookup field
- B. Field-level security
- C. Field history tracking
- D. Cross-object formula field

Question: An app builder needs a custom solution and is considering using either AppExchange or their local developer community. Ease of updates is the primary consideration.

What should the app builder consider?

- A. A managed package from AppExchange
- B. An unmanaged package from AppExchange
- C. An open-source unmanaged package
- D. An open-source custom development

Question: An app builder received a request to extend record access beyond the organization-wide defaults configured.

Which two features satisfy this requirement?

Choose 2 answers

- A. Sharing Rules
- B. Public Groups
- C. Permission Set Groups
- D. Manual Sharing Rules

Question: Universal Containers wants to embed a chart of all related Opportunities, by stage, on the Account detail page.

Which type of report should an app builder create to add to the Account page layout?

- A. A summary report on the Account object
- B. A tabular report on the Opportunity object
- C. A summary report on the Opportunity object
- D. A tabular report on the Account object

Question: An app builder at Cloud Kicks created a custom object and related fields in the schema builder.

What next steps should the app build take to ensure users can access the new object and fields?

- A. Create a permission set for access to the object and fields.
- B. Allow reporting for the object and fields.
- C. Assign data types to the fields on the object.
- D. Add the fields to the page layout on the object.

Question: Universal Containers wants to track installation information once a container has been purchased on a custom object. Sales reps should have visibility of all the installations associated with their opportunities.

What kind of relationship should this new object have to Opportunity?

- A. Lookup
- B. Master-Detail
- C. Many to Many
- D. Hierarchical

Question: Universal Containers (UC) has created a picklist field called status on three separate custom objects. UC has a requirement to share the list of values for this field across each object.

Which feature would an app builder use?

- A. Field Update
- B. Global Picklist Value Set
- C. Dynamic Action
- D. Dependent Picklist

Question: Universal Containers uses a private sharing model on Accounts. User A and user B both own Accounts of their own and have both been sent a new account record in an email owned by user C to take a look at. User A is able to open and view the record but user B receives an insufficient privileges error. User A and user B have the same role in the role hierarchy as user.

What are the three reasons user A has access but user B is unable to access the record?

Choose 3 answers

- A. User A is on the same account team as user C.
- B. User A and user B have different profiles.
- C. User C has manually shared the record with user A.
- D. User A was granted an additional permission set.
- E. User A is in a public group that has access via a sharing rule.

Question: Which two places can an app builder go to see a list of available Custom Lightning components in their org?

Choose 2 answers

- A. Visualforce components in Setup
- B. Lightning component Generator
- C. Lightning App Builder
- D. Lightning components in Setup

Question: Universal Containers require different fields to be filled out at each stage of the Opportunity sales process.

What configuration steps can an app builder use to meet this requirement?

- A. Define record types and page layouts for each stage.
- B. Set page layout required fields based on the current stage.
- C. Add the Path component to the Lightning record page.
- D. Create a Process Builder to prompt the User for field information.

Question: Sales Managers at Cloud Kicks would like to standardize what information Sales Reps are gathering.

Sales Reps want recommendations, sales strategies and to know what key fields need to be completed at each step of the sales process on the opportunity record.

What feature should an app builder use to provide this functionality?

- A. Global Action
- B. Workflow
- C. Path
- D. Chatter Feed

Question: Cloud Kicks (CK) wants to set up a custom child object to track gift cards issued to a customer. A key requirement is to track the total number of gift cards opened and gift cards issued on an Account. CK wants to permanently ensure the gift cards are unable to be moved across any other Account once it is created.

On the gift card object, what type of field should be created to support this requirement?

- A. Master-detail relationship
- B. Roll-up summary
- C. Formula
- D. Lookup relationship

Question: Dreamhouse Realty (DR) has a policy that requires the phone number on Contact to be deleted when the DoNotCall checkbox is checked.

What automation tool should the app builder recommend?

- A. Quick action
- B. Approval process
- C. Validation rule
- D. Workflow rule

Question: The VP of Sales wants a Chatter post to the All-Sales private group when an opportunity goes to the closed won stage.

What two tools should the app builder use to automate this process? Choose 2 answers

- A. Flow
- B. Process Builder
- C. Big Deal Alert
- D. Workflow

Question: Cloud Kicks conducts an evaluation of sales reps with a custom object that houses a scorecard. The company wants to ensure that only the sales reps, their managers, and their manager's executives can view the rep's scorecard, but also prevent the reps

from being able to view the executive comment fields on their review.

How should these requirements be met?

- A. Use a private sharing model granting record access using custom settings; manage field access with record types and page layouts.
- B. Use a private sharing model granting record access using hierarchy; manage field access with record types and field-level security.
- C. Use a private sharing model granting record access using custom settings; manage field access with page layouts and field-level security.
- D. Use a private sharing model granting record access using hierarchy; manage field access with field level security.

Question: How should an app builder configure access to a contact's Twitter profile for Salesforce mobile app users?

- A. Add a formula field to the Contact page layout.
- B. Add the Twitter component to mobile view Lightning pages.
- C. Add a Twitter Quick Action to the mobile navigation.
- D. Add an AppExchange Lightning Component to the mobile app.

Question: The appraisal team at Dreamhouse Realty wants to leverage Salesforce mobile app.

What are three things an app builder should do to optimize mobile experience?

Choose 3 answers

- A. Use Global Actions to make it easy to perform vital functionality on mobile.
- B. Avoid using default field values so that the user is required to fill in all fields on the screen.
- C. Minimize the amount of formula fields and lookup fields to reduce page load time.
- D. Create individual customized layouts for different phone operating systems.
- E. Put the most important fields in the compact layout so they are easy to find.

Question: An app builder wants to update a field on the parent record when a child record connected via lookup is deleted.

What automation should the app builder use?

- A. Screen flow
- B. Process Builder
- C. Apex code
- D. Workflow rule

Question: Cloud Kicks has five years of sales data and would like to track when customers made their first purchase.

How should an app builder use a roll-up summary to meet the requirements?

- A. Create a new roll-up summary field called First Order Date, using Type MIN on the Opportunity Close Date with a filter where IsWon = TRUE.
- B. Create a new date field called First Order Date, create a new Workflow to set the date, and roll up the value with a filter where IsWon = TRUE.
- C. Create a new roll-up summary field called First Order Date, using Type SUM on Opportunity Close Date.
- D. Create a new date field called First Order Date, then create a roll-up summary to update the field using Type MIN.

Question: An app builder has created a custom Lightning App and wants to make it available to the internal users at Universal Containers.

Which two steps are necessary to accomplish this task? Choose 2 answers

- A. Add the app to a Visualforce page.
- B. Upload the app to Static Resources.
- C. Create a subdomain using My Domain.
- D. Build a Custom Tab for the app.

Question: An app builder wants to deploy a new version of an auto-launched flow to production in an active state so that the new functionality is immediately available to users.

What should the app builder take into consideration when planning the deployment?

- A. Manually activate the flow after deployment.
- B. Include the Process Builder calling the flow in the deployment.
- C. User access needs to be granted to the flow.
- D. Verify there is an Apex test that provides test coverage for the flow.

Question: Universal Containers created a custom object called Component to capture details about products sold.

What approach should an app builder take to show Component as a related list on Product?

- A. Create a junction object to relate Component and Product. Add the Component related list to the Product page layout.
- B. Create a master-detail relationship on Product to Component. Add the Component related list to the Product page layout.
- C. Create a roll-up on Product. Add the Component related list to the Product page layout.
- D. Create a lookup relationship on Component to Product. Add the Component related list to the Product page layout.

Question: Cloud Kicks has leads owned by users and queues. The sales manager wants the status to change to working when a user takes ownership.

What does an app builder need to have in the criteria to ensure the process runs without error?

- A. `BEGINS([Lead].OwnerId, "005")`
- B. `[Lead].Owner:User. Role Is Null = False`
- C. `[Lead].Owner: Queue.OwnerId Is Null = True`
- D. `NOT(ISBLANK([Lead].OwnerId))`

Question: A new field has been added to the Applicant object that is part of an unmanaged package. A recruiter ran the Position with or without Applicants report and noticed that the new field was missing as an option to add as a column.

How should an app builder troubleshoot this issue?

- A. Adjust the field level security to include in the report type.
- B. Check Allow Reports for the position and applicant objects.
- C. Add the field to the custom report type field layout.
- D. Update the profile with the Manage Public Reports permission.

Question: To increase adoption, Universal Containers is proposing changes to its Salesforce data model to allow easier visibility for sales reps into key metrics. The proposal has three custom objects related to the Account object, one with a master-detail, and two that are not.

Each of these objects has 15 fields they would like to summarize on the Account object.

What are two considerations for this proposal?

Choose 2 answers

- A. An object can have 20 object references.
- B. An object can have 25 roll-up summaries.
- C. Roll-up summaries are limited to master-detail relationships.
- D. Roll-up summaries allow MAX, MIN, SUM, COUNT, and AVG.

Question: The Service Manager provided the app builder with color code requirements for case age on open cases. New cases populate green circle Day-old cases populate a yellow circle Three-day-old cases populate a red circle

How should an app builder implement this requirement?

- A. Formula Field
- B. Quick Action
- C. Custom Button
- D. Lightning Web Component

Question: An app builder has deployed a change set from a sandbox to production. There is a long delay in the deployment.

What can be causing the delay?

- A. Profiles are included in the change set.
- B. A field type change is included in the change set.
- C. Dependent fields are included in the change set.
- D. Roles are included in the change set.

Question: Universal Containers implemented an application process that uses custom objects Internships and Applications. The organization-wide default for Internships has been set to private and is the master in the master-detail relationship with Applications. The VP of HR wants to allow edit access to Applications to recruiters.

How should an app builder configure the proper access?

- A. Create a queue for the web applications and assign access to the users who will be editing the records.
- B. Add a sharing rule that grants the users Read/Write access to the Internship records.
- C. Set the organization-wide default on the Applications object to Read/Write.
- D. Create a sharing rule that grants the users Read/Write access to the Application records.

Question: Universal Containers needs the 18-digit record ID from Opportunity records when exporting data to Excel in order to ensure each record is treated uniquely.

What formula should an app builder use to create this new field?

- A. ISNUMBER(ID)
- B. CASESAFEID(ID)
- C. TEXT(ID)
- D. VALUE(ID)

Question: Universal Containers (UC) maintains information for over 2 million assets in an external system. UC needs to access these assets in real-time data in Salesforce and is nearing the data storage limits.

What feature could an app builder recommend UC use?

- A. Data Loader
- B. Salesforce Connect
- C. Salesforce to Salesforce
- D. Data Export Wizard

Question: Universal Containers has deployed custom tabs to production via change sets, without including the profile settings or permission sets.

What is the setting for the visibility of custom tabs?

- A. Custom tabs are default off for all users.
- B. Custom tabs are hidden for all users.
- C. Custom tabs are default on for all users.
- D. Custom tabs are NOT deployed.

Question: When a sales rep submits an account for approval, Universal Containers wants the user to answer additional questions via a popup window to populate additional record fields.

What should an app builder use to achieve the desired result?

- A. Custom button and Flow
- B. Lightning component and Process Builder
- C. Process Builder and Flow
- D. Custom picklist field and Process Builder

Question: Sales reps at Cloud Kicks (CK) forget to submit for approval when CK needs orders reviewed before close won. CK wants to automatically submit opportunities into the Secure Commitment Stage to eliminate manual submission.

Which three features would meet the business requirements? Choose 3 answers

- A. Workflow
- B. Chatter action
- C. Apex
- D. Flow
- E. Process Builder

Question: Universal Containers uses Contracts for agreements with customers. A sales manager is required to provide approval for contracts and director approval for any contract over \$10,000.

Which two options should an app builder use to ensure all contracts route for the correct approval and also prevent the sales rep from making changes to the record while?

it is being approved? Choose 2 answers

- A. Create an approval process on the Contract object with criteria set on a second approval step set as 'Amount_c > 10,000' and set the approver as director.
- B. Create an approval process on the Contract object and set the field for 'Next Automated Approver Determined By' as 'Manager'.
- C. Create a validation rule on the Contract object that prevents updates to the contract record while it is being reviewed.
- D. Create an approval process on the Contract object with one step for each sales manager that sets the approver as the director.

Question: Northern Trail Outfitters uses a custom object to track travel requests. Rangers want to have automatic posts on a record whenever a travel request has been approved.

Which feature should be used to accomplish this?

- A. Auto-response rule
- B. Feed Quick action
- C. Workflow rule
- D. Feed tracking

Question: An app builder at Universal Containers wants to prevent users from creating new records on an Account related list by overriding standard buttons.

Which two aspects should the app builder consider before overriding standard buttons?

Choose 2 answers

- A. Standard buttons can be overridden, relocated on the detail page, and relabeled.
- B. Standard buttons that are unavailable for overrides can still be hidden on page layouts.
- C. Standard buttons can be overridden with a Lightning component.
- D. Standard buttons can be changed on lookup dialogs, list views, and search result layouts.

Question: Which two options are available to an app builder when defining an object-specific create record custom action?

Choose 2 answers

- A. Allowing the end user to choose the record type.
- B. Specifying the fields and layout of the action.
- C. Redirecting the end user to the detail page of the target object.
- D. Pre-defining field values on the target object.

Question: Universal Containers wants to automatically assign a specific permission set to new users.

Which two actions can be completed to meet this requirement?

Choose 2 answers

- A. Create a flow on the User object to assign a permission set.
- B. Create an approval process on the User object to assign a permission set.
- C. Create a process on the User object to launch a flow.
- D. Create a workflow rule on the User object to assign a permission set.

Question: An app builder has modified a Lightning record page for a case and has added an email button item to the page

layout; however, users are unable to see the new item on the layout.

What are two potential reasons why users are unable to view the item on the Case Lightning record page?

Choose 2 answers

- A. The page layout includes the case feed component.
- B. The email button contains JavaScript.
- C. The case page layout also contains custom buttons.
- D. The page layout excludes the case feed component.

Question: Cloud Kicks' management team frequently travels and wants to approve requests from their team on the go via Chatter.

Where would an app builder enable this ability?

- A. Chatter Feed Tracking
- B. Object Settings
- C. Chatter Settings
- D. Approval Process Settings

Question: An app builder installed a custom Lightning component from AppExchange and has deployed My Domain.

What should be done next in order to configure the component for use in a record page?

- A. Edit a record page using Lightning App Builder > Drag the component onto the page.
- B. Edit a record page using the Page Layout editor > Drag the component onto the page.
- C. Edit a record page using the Page Layout editor > Drag the Visualforce component onto the page.
- D. Edit a record page using App Manager > Drag the component onto the page.

Question: Ursa Major Solar (UMS) has a custom object where they track Galactic Vendors. The object has four custom fields

for the Galactic Vendors's location:

Street (Street_c)

City (City_c)

Planet (Planet_c)

Galaxy (Galaxy__c)

The UMS's leadership wants these fields to be concatenated into a single formula field on two lines.

Which formula fulfills this requirement?

- A. Street & BR() & City & "," & Planet & "" & Galaxy
- B. Street City, Planet Galaxy
- C. Street_c & BR() & City_c & ", " & Planet_c & "" & Galaxy_c

D. Street__c City_C, Planet__c Galaxy_c

Question: Universal Containers wants to create a report to show job applications with or without resumes.

What considerations should the app builder be aware of when creating the custom report type?

- A. An app builder is unable to create custom report types for objects they do not have permissions for.
- B. Once the report type has been deployed it is unable to be deleted.
- C. A primary object selection is locked once the custom report type has been saved.
- D. When a custom or external object is deleted the report type and reports remain but cause an error when the report is run.

Question: Cloud Kicks (CK) switched to Lightning Experience and started using Chatter across its global workforce to support its fast-paced sales cycle. CK loves Chatter but struggle with gathering feedback from core team members, including understanding who is available to respond.

Which two ways could CK use Chatter to solve this problem?

Choose 2 answers

- A. Streams
- B. Polls
- C. Out of Office
- D. Topics

Question: An app builder wants to limit the amount of fields users are required to fill out when creating a new Opportunity. Once they fill out the required fields and save, the full record page with additional fields relevant to the Opportunity type becomes available.

How could this be accomplished?

- A. Make the opportunity type a required field on the initial Opportunity page layout and use automation to fill in the type field to a record type.
- B. Use different page layouts for Opportunity types based on the user profile.
- C. Once the required fields are populated, use a sharing rule to share the new fields with the user.
- D. Hide additional sections on the page layout and show the users how to manually expand them when they want to fill in the fields in the hidden sections.

Question: The Director of Customer Service wants to receive a notification when a case stays in the new status for more than four business hours.

Which two automation processes should be used to accomplish this?

Choose 2 answers

- A. Scheduled Apex
- B. Flow Builder
- C. Escalation rules
- D. Process Builder

Question: Dreamhouse Realty (DR) employees started using company-owned airplanes for work travel after Ursa Major Solar was acquired. DR executives want to automate the submission travel request forms to enforce the internal policy.

How should an app builder automate travel requests based on these criteria?

- A. Process Builder
- B. Workflow rule
- C. Approval process
- D. Apex

Question: An app builder has been asked to integrate Salesforce with an external web service. The web service must be notified every time an opportunity is won.

What are two ways to satisfy this requirement?

Choose 2 answers

- A. Use a workflow rule and an outbound message.
- B. Use Process Builder and Apex code.
- A. c. Use Process Builder with an outbound message.
- C. Use a flow and an outbound message.

Question: Universal Containers (UC) tracks Account locations in Zip Code, a custom text field with a validation rule to enforce proper formatting of the US ZIP+4 code for UC's orders.

What formula should the app builder create on Order to display only the first five digits of Zip Code from the parent Account?

- A. BEGINS(Account.Zip_code_r, 5)
- B. TEXT(Account.Zip_Code__c, 5)
- C. LEFT(Account.Zip_Code__c, 5)
- D. LPAD(Account. Zip_Code__, 5)

Question: Dream House Realty is rethinking its sandbox utilization strategy after acquiring Cloud Kicks. The Salesforce COE already utilizes a partial and a full sandbox, which it refreshes on their own regular schedules. Teams are expanding and have to begin each of their small projects in a sandbox before committing to the larger pool for collaborative testing while still keeping costs down.

What type of sandbox should each team member use?

- A. Developer sandbox
- B. Partial sandbox
- C. Developer pro sandbox
- D. Full sandbox

Question: Universal Containers manages leads in a Lead qualification queue where sales reps can accept ownership of the Lead. Campaign members are required to have a sales owner.

What validation rule should an app builder configure?

- A. AND(ISBLANK(Lead.Owner.Id))
- B. NOT(ISNEW() && ISBLANK(Lead.Owner: Queue.Id))
- C. AND(ISNEW(), ISBLANK(Lead.Owner:User. Id))
- D. NOT(ISBLANK(Lead.Owner:Queue. Id))

Question: Universal Containers assigns system access via permission sets and permission set groups to ensure each user has proper access. One department with varying levels of support staff has five consistent permission sets they require in order to complete their duties. Some higher-level staff have additional permission sets that are only required for them.

How should an app builder recommend assigning permission sets to users?

- A. Utilize the manage assignments button to assign a permission set group and additional individual permission sets to each user.
- B. Utilize the manage assignments button to assign each user with the same set of permission set groups and permission sets.
- C. Utilize the Data Import Wizard to mass update the desired users with their full list of permission sets and permission set groups.
- D. Utilize the Data Loader to mass update the desired users with their full list of permission sets and permission set groups.

Question: The developer at Universal Containers wants to test code in a sandbox environment. In order to ensure the code works properly, the sandbox needs to have at least half a gigabyte of data. The sandbox will need to be refreshed after each three-day sprint.

What type of sandbox should the App Builder provision to the developer?

- A. Developer
- B. Full Copy
- C. Developer Pro
- D. Partial Data

Question: Cloud Kicks is redefining its entire business process to convert the Manager Notes field from a long text area field. The goal is to encourage managers to be more concise in their

comments and stay at 255 characters or less. There is preexisting information in the Manager Notes field that often is well beyond the character limit.

What would happen to any existing information if the app builder tries to convert a preexisting long text area field to text area?

- A. Preexisting information will truncate to the first 255 characters.
- B. Preexisting information will remain even if it was over 255 characters.
- C. Preexisting information will cause an error message to pop up.
- D. Preexisting information in the field will be completely lost.

Question: On the Account Lightning record page, users need to see ten fields and the ability to sort and wrap text on their Related Lists.

What Related List type would the app builder select for the Related List Lightning component?

- A. Enhanced List
- B. Basic List
- C. List View
- D. List Class

Question: Cloud Kicks asked the app builder to insert a list of 25,000 records using deduplication for the Race_Track__c custom object.

Which tool should be used?

- A. Import Wizard
- B. Lightning Object Creator
- C. Data Loader
- D. Schema Builder

Question: Sales reps at Universal Containers use Salesforce on their mobile devices. They want a way to add new contacts quickly and then follow up later to complete the additional information necessary.

What mobile solution should an app builder recommend?

- A. Customize the mobile menu to move Contacts to the top.
- B. Add a compact layout to Contacts.
- C. Build a global action to create Contacts.
- D. Use Path and set pre-defined values.

Question: What are two reasons to create an unmanaged package?

Choose 2 answers

- A. Publishing an application for sale on the AppExchange
- B. Distributing open-source projects on the AppExchange
- C. Deploying from a Developer Edition environment
- D. Distributing upgradeable components to other Salesforce orgs

Question: Which two field types can be referenced by a Roll-Up Summary field using MIN or MAX?

Choose 2 answers

- A. Formula
- B. Checkbox
- C. Date/time
- D. Percent

Question: What are the limitations of Schema Builder when creating a custom object?

- A. "Save" should be clicked each time a new object, field, or relationship is created.
- B. Fields and relationships can be created, but they will be unable to add the fields to the page layout from the canvas.
- C. Relationships can be made to any custom objects, but any relationships to standard objects should be built in Lightning Object Manager.
- D. Custom fields can be added to any custom objects, excluding formula field types.

Question: An app builder is loading data into Salesforce. To link the new records back to the legacy system, a field will be used to track the legacy ID on the Account object. For future data loads this ID will be used when upserting records.

Which two field attributes should be selected?

Choose 2 answers

- A. Required
- B. Text (encrypted)
- C. External ID
- D. Unique

Question: Universal Containers allows all employees to submit reviews for leadership using a custom object called Review.

These Reviews should only be visible to the HR department and the employee who submitted the record.

Which three steps should an app builder take to properly control access to Reviews? Choose 3 answers

- A. Disable Grant Access Using Hierarchies.
- B. Add a Master-Detail (User) field on the Review object.
- C. Create a criteria-based Sharing Rule for the HR Department.
- D. Remove Review Read permission from non-HR Department user Profiles
- E. Set organization-wide default to Private.

Question: Universal Containers uses a private sharing model for opportunities. This model should not be changed due to a regional structure. A new sales operations team has been created. This team needs to perform analysis on opportunity data and should have read and write access to all opportunities.

What are two recommended solutions for the app builder to give the users appropriate access?

Choose 2 answers

- A. Create a criteria-based sharing rule to share all opportunities with the sales operations private group.
- B. Add a permission set with View All and Modify All opportunity permissions enabled.
- C. Create a criteria-based sharing rule to share all opportunities with the sales operations public group.
- D. Add a manual share for all opportunities with each user on the sales operations team.

Question: Dream House Realty (DR) has many properties for sale and wants to identify the highest value of all Offer_c records on each Property__c record.

What solution should the app builder use to meet Dream House Realty's needs?

- A. Master-Detail Child Object
- B. Text Area (Long)
- C. Multi-select Picklist
- D. Lookup Object

Question: What should an app builder consider when choosing a template for a new Lightning record page?

- A. The template is unable to be changed after the initial save.
- B. To view the record page, users need "View All Data" permissions for the object.
- C. Page structure will automatically adapt to the device being used to view the record page.
- D. Select a new template for each type of device users use to view the record page.

Question: When configuring a record type, an app builder can configure the available value of a picklist field for the page layout.

Which two Opportunity standard fields are available to be configured directly in the Opportunity record type?

Choose 2 answers

- A. Stage
- B. Lead source
- C. Type
- D. Forecast category

Question: An app builder needs to create new automation on an object.

What best practice should the app builder follow when building out automation?

- A. One Workflow rule per object.
- B. One Flow per object.
- C. One invocable process per object.
- A. D One record change process per object.

Question: Universal Containers wants sales reps to get permission from their managers before deleting Opportunities.

What can be used to meet these requirements?

- A. Process Builder with Submit for Approval action.
- B. Approval Process with a triggered Flow process.
- C. Approval Process with Time-Dependent Workflow action.
- D. Two-step Approval Process.

Question: Universal Containers wants users to have access to the pricing guidelines document when viewing a Contract related to an Account.

What feature should an app builder use to create easy access to the document?

- A. Quick Action on the Contracts object
- B. Quick Action on the Account object
- C. A custom detail page link on the Account object
- D. A custom detail page link on the Contract object

Question: The case handling process at Universal Containers includes multiple steps including approvals, notifications, and fields updates. To manage and evaluate all of these changes in a single save operation, an app builder wants to use Process Builder and the Advanced option to let the process evaluate a record multiple times has been selected.

Which two options should the app builder avoid to prevent recursion?

Choose 2 answers

- A. IF statements
- B. Setting a criteria node to No criteria-just execute the procedure
- C. Invocable processes
- D. The ISCHANGED function

Question: Universal Containers wants to improve the process to create Opportunity records related to an Account. Many fields can be populated based on the Account record. Some fields require input from the user.

What should an app builder configure to meet the requirement?

- A. Quick Action on the Account object
- B. Process Builder triggered from Account update
- C. Process Builder triggered from Opportunity update
- D. Quick Action on the Opportunity object

Question: Cloud Kicks works on an annual subscription model. When a sales rep marks an opportunity as closed won, a new opportunity should automatically be created for the renewal. The contracts team works outside of Salesforce but also needs to be notified about closed deals in order to initiate the contract process with the customer.

Which automation solution would meet these requirements?

- A. Approval Process
- B. Validation Rule
- C. Process Builder
- D. Workflow Rule