NO.1 Representatives at Universal Con use salesforce to record information for new Leads. When new prospects are added, an outbound message is sent to SAP with the Lead's info.

A. Use Visual Workflow

B. Create a workflow rule

C. Design an approval process

D. Create a process using lightning process builder

Answer: B

NO.2 universal containers has several new fields they requested for the opportunity product object. What should an app builder be able to configure using a formula field ?

A. A combination of the opportunity`s text and a description fields.

B. A mix of functions and concatenation of 10 account fields and 10 opportunity fields.

C. A Rich text area field that uses HTML to bold certain characters

D. A hyperlink to the parent account of the parent opportunity.

Answer: C

NO.3 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. LPAD(Account.Zip_Code__r, 5)

C. TEXT(Account.Zip_Code_c, 5)

D. LEFT(Account.Zip_Code_c, 5)

Answer: D

NO.4 Universal Containers conduct evaluations of their sales reps using a custom object consisting of numerical scores and executive comments. The company wants to ensure that only the sales reps, and their manager's executive can view the rep's evaluation record but the reps should not be able to view the executive comment field on their review. How can these requirement be met?

A. Use a private sharing model granting record access using custom setting; manage field access with page layouts and field level security

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 hierarchy; manage field access with field-level security

D. Use a private sharing model granting record access using custom setting; manage field access with record types and page layouts

Answer: C

NO.5 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

Answer: D

NO.6 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.

Answer: B,C

NO.7 Which type of relationships can be defined with external objects? Choose 2 answers

A. External Master-Detail

B. Indirect Lookup

C. External Lookup

D. Cross-Ogranization Lookup

Answer: B,C

NO.8 Which two statements are true about an External ID field? Choose 2 answers

A. The field must contain at least one number and at least one letter.

B. The field can be unique based on case-sensitive or case-insensitive values.

C. The field can be used to contain unique record identifiers from a system outside of Salesforce.

D. The field must be unique since duplicates are NOT allowed within Salesforce.

Answer: B,C

NO.9 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. Outbound Message

B. Invocable Flow

C. Email Alert

D. Task

E. Invocable Process Builder

Answer: A,C,D

NO.10 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. Custom field

B. Standard fields

C. Custom object

D. Web-to-lead

E. Apex class

Answer: A,C,E

NO.11 How many charts can you embed into the account page layout?

A. 1

B. 2

C. 4

D. 3

Answer: B

NO.12 UVC needs to flag leads with one or more business areas. They need to add a field to capture these to the Lead Record. There is no need to report on this field. What is the appropriate field type?

A. Picklist (Multi-Select)

B. Picklist

C. Text Area

D. Radio Buttons (Multi-select)

Answer: A

NO.13 What can be done after the workflow field re-evaluation?

A. Option 1

B. Out of hour limit (loop)

C. Invalid data

D. Trigger another rule

Answer: B

NO.14 Universal Containers is using a custom app to record performance review info for their employees. The performance review should be visible to the employee and the employee's manager, as well as the HR director. How can this be configured? Choose 1 answer.

A. Set the org wide default for Performance Review to private and add a criteria based sharing rule to share performance review records with a public group that includes the employee managers and HR director

B. Set the org wide default for Performance Review to private, do not use grant access using hierarchies and use manual sharing for the employee manager and HR director

C. Set the org wide default for Performance Review to private and use grant access using hierarchies to give visibility to the employee's manager and HR director

D. Use manager sharing to enable sharing with the employee's manager and HR director
Answer: B

NO.15 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 a 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 a workflow rule to update this picklist field if the Account Region field on the Account is changed.
Answer: C

NO.16 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 allowing users to intentionally bypass validation rules.
B. The lead settings are unchecked to require validation for converted leads.
C. Account validation rules fail to validate on records converted from a lead.
D. Lead validation rules fail to validate on records when they are being converted.
Answer: C

NO.17 An app builder has been asked to provide users a way to identify a contact's "preferred contact method" directly on the contact record. users need to be able to identify whether a phone number or an email, is the contact's preferred communication method. Which field type will allow the app builder to accomplish this with the fewest fields possible?
A. Email
B. Formula
C. Picklist
D. Checkboxes
Answer: C

NO.18 UVC wants to automate a business process using workflow. They are aware that workflow rules may cause recursive behavior, and as a result certain actions will only cause workflow rules that didn't fire previously to be retriggered. Which workflow action might cause this behavior?
A. Workflow Field Updates with the "Re-evaluate Workflow Rules After Field Changes" field selected
B. Workflow Emails containing hard coded links with Salesforce IDs referencing specific workflow rules
C. Workflow Tasks where the "Due Date" field is set to "Rule Trigger Date" minus X days
D. Workflow Outbound messages with the "Protected Component" field selected

Answer: A

NO.19 Which setting is available to customize the salesforce1 mobile app for branding ? Select 3
A. The image on loading page
B. Header and search bar color
C. Background color on loading page
D. Notification and search icon
E. Action bar color
Answer: A,B,C

NO.20 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 rake Into consideration when planning the deployment?
A. Include the Process Builder calling the Flow In the deployment
B. Verify there is an Apex test that provides test coverage for the Flow.
C. Grant user access to the Flow.
D. Manually activate the Flow after deployment
Answer: B

NO.21 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. NOT(ISBLANK(Lead.Owner:Queue.Id))
B. NOT(ISNEW() && ISBLANK(Lead.Owner:Queue.Id))
C. AND(ISBLANK(Lead.Owner.Id))
D. AND(ISNEW(), ISBLANK(Lead.Owner:User.Id))
Answer: A

NO.22 Universal Containers wants sales reps to get permission from their managers before deleting Opportunities, What can be used to meet these requirements?
A. Two-step Approval Process.
B. Process Builder with Submit for Approval action.
C. Approval Process with Time-Dependent Workflow action.
D. Approval Process with a triggered Flow process.
Answer: A

NO.23 DreamHouse Realty (DR) is expanding into subsidized housing by partnering with local government entitles. 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?
A. Audit Trail is available through REST API extracts.
B. Field History Tracking records value changes of 255 characters or less.

C. Data loss may occur when changing custom field types.

D. Rich text field values of all lengths are displayed fully in reports.

Answer: B,C

NO.24 Sales and marketing users have similar roles, and use similar record types. However sales uses 3 different fields and marketing has 5, how do you set up processes the most efficiently (something like that)

A. 2 page layouts, 2 record types, 2 profiles

B. 1 page layout, 1 record type, 1 profile

C. 1 page layout, 2 record types, 2 profiles

D. 2 page layouts, 1 record type, 2 profiles

Answer: D

NO.25 What is a true statement in regards to creating custom report types?

A. Once a report type is saved with a standard or custom primary object, the primary object cannot be changed for that report type.

B. When the primary object is a custom object and is deleted, then the report type and any reports created from it must be deleted manually.

C. The detail object in a master- detail relationship cannot be added as a secondary object on a custom report type

D. Any object can be chosen unless the object is no visible to the person creating the report type through security settings

Answer: A

Explanation: You can choose from all objects-even those you don't have permission to view. This lets you build report types for a variety of users. Once you save a report type, you can't change the primary object. If the primary object on a report type is a custom object, and the custom object is deleted, then the report type and any reports created from it are automatically deleted. If you remove an object from a report type, all references to that object and its associated objects are automatically removed from reports and dashboards based on that type.
http://help.salesforce.com/apex/htviewhelpdoc?id=reports_defining_report_types.htm&language=en_us

NO.26 Universal Containers wants to its sales team to only see the accounts that they own. Separate Month American and Environment manufacturing teams should only see accounts in their respective regions. The Inside sales team needs to see all accounts in Salesforce.
How should an app builder accomplish this?

A. Set the Organization-wide Default to public for accounts. Create criteria-based sharing rules for each Marketing Team, and create an Inside Sales Team permission set with the ''View All'' Setting for accounts.

B. Set the organization--Wide Default to publish for accounts. Create profiles for each Marketing Team, and create an inside Sales Team role that is at the top of the Role Hierarchy.

C. Set the Organization Team profile Default to Private for accounts. Create criteria-based sharing rules for each Marketing Team. and create an inside Sales Team profile with the ''View All'' setting for accounts.

D. Set the Organization Team profile Default to Private for accounts. Create criteria-based sharing rules for each Marketing Team. and create an inside Sales Team profile with the "View All" setting for accounts.

E. Set the Organization-Wide Default to private for accounts. Create permission setts for each Marketing Team, and create an Inside Sales team Profile with the "View All" setting for accounts.

F. Set the Organization-wide Default to public for accounts. Create criteria-based sharing rules for each Marketing Team, and create an Inside Sales Team permission set with the "View All" Setting for accounting for accounts.

Answer: F

NO.27 Universal Container installs an unmanaged package. Which of the following are true: (choose 2)

A. Tests are executed during deployment

B. Unmanaged packages can be upgraded

C. Unmanaged packages have a namespace prefix

D. Components of unmanaged packages can be edited

E. Unmanaged packages don't have a version number

Answer: A,D

NO.28 What is a true statement when deleting a dashboard?

A. Deleting a dashboard does not move the dashboard to the recycle bin and therefore the dashboard cannot be recovered.

B. Deleting a dashboard also deletes the components within it. It does not delete the custom reports used by the components.

C. Deleting a dashboard requires a user to first edit the components to remove the underlying reports

D. Deleting a dashboard also deletes the components within it, as well as the custom reports used by the components

Answer: B

NO.29 Universal Containers has public Read-Write as the Account Org Wide Default (OWO) setting. visit form to the Universal Containers Customer Community report they can see all of Universal Containers' account records.

How should an app builder configure Account sharing so that Community users only see their own Account.

A. Define a Permission Set External Accounts.

B. Define an Owner-based Sharing Rule for External Accounts.

C. Create an Account record type for External Accounts.

D. Set the Account External OWD to Private.

Answer: A

NO.30 The Vp of sales at universal con has requested the sales reps be given access to view all accounts in salesforce. However, they've also requested the sales rep only be allowed to create new opportunities on accounts they own

A. Create an opportunity validation rule that compares the opportunity and account owner

B. Create a new opportunity quick action that validation account ownership

C. Set the organization wide default sharing on opportunities to private and recalculate sharing

D. Set the organization wide default sharing on opportunities to controlled by parent

Answer: A

NO.31 Which attribute must field have to be used in external modeling?

A. Unique

B. Required

C. None of the above

D. External ID

Answer: D

NO.32 the services manager would like to highlight case age. When a case is new, they would like to see a green flag on the case record. The flag should be yellow if the case is still open after one day. Tha flag should be red when cases are open after three days. Which two options should an app builder use to implement this requirements? Choose 2

A. Image

B. VLOOKUP

C. Quick action

D. Formula field

Answer: A,D

NO.33 A manager wants to calculate the number of days an account has been last contacted through mail. Which field should be used to achieve this?

A. Formula Field

B. Number Field

C. Rollup Summary Field

D. Date Field

Answer: A

NO.34 What type of field can be used to filter a report chart that has been added to page Layout?

A. Standard field

B. Name field

C. Matching ID field

D. Formula field

Answer: C

NO.35 Universal Containers needs a field on the Account to track how many Opportunities are closing within the next 30 days. What can be used to accomplish this goal?

A. Roll-up Summary Field

B. Workflow Rule

C. Process Builder

D. Apex Code

Answer: A