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**1. The CRM Manager at Universal Containers has requested that approach promote better data hygiene**

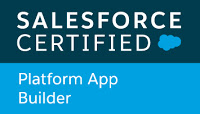
**What needs to be considered before changing field type ?**

**A. All data should be backed up before converting a text field**

B. Field reference will be removed in Visual force pages

C. Changing field type will remove existing field history

**D. Existing list views that reference the field may be deleted**

[](https://3.bp.blogspot.com/-yIvbZNN4qNI/Wa7AKvrE1rI/AAAAAAAAAOA/k6g0eaacBM4KHxlD7yZ0XuSAEk7RbaMGACPcBGAYYCw/s1600/App+Builder+Logo.jpg)

**2. Which values must be defined when creating a new opportunity stage ?**

**Choose 3 answers**

A. Close Date

**B. Type**

**C. Forecast Category**

**D. Probability**

E. Amount

**3. Universal containers stores invoices in SAP. Users want to view invoice data in Salesforce. How this can be achieved. Choose' 2 answers**

A. Use SAP data export: functions to load data directly into Salesforce,

B. Create a custom Invoice object and connect to SAP using Data loader

**C. Connect to an OData Publisher Service for SAP database.**

**D. Create an external object connected to an invoice table in SAP.**

**4. An app builder has created a report for sales people to view record from a custom object. Some complained unable to see all appropriate records.**

**What step should be taken to ensure data visibility within the report?**

**Choose 3 answers.**

**A. check users profile for object setting**

**B. Check organization wide defaults**

**C. Check report filters**

D. Check report filter sharing setting

E. Check sharing rule.

**5. What type of field can be used to filter a report chart that has been added to page layout?**

A. Formula field

B. Name filed

C. Standard field

**D. Matching ID field**

**6. Universal Containers provides access to Salesforce for their sales, service, and marketing teams. Management wants to ensure that when users log In, their home tab provides access to links and documentation that are specifically relevant to their job function.**

**How can this requirement be met ?**

**A. Create separate home page custom components and layouts; assign to users by profile.**

B. Expose specific elements within a Horne page custom component determined by rote.

C. Create separate home page custom components and layouts; assign to users by role.

D. Expose specific element within a home page custom component determined by profile.

**7. What is a feature that can extend record access beyond the organization? Choose 2 answers**

**A. Criteria based sharing rule**

**B. Owner based sharing rule.**

C. Dynamic role hierarchy

D. Public or private groups.

**8. Universal Containers wants to standardize their business logic. They want to ensure that workflow order is guarantee to be the same each time.**

**Which feature can be used to accomplish this ?**

**Choose 2 answers**

A. Workflow

**B. Lightning Process Builder**

C. Chatter actions

**D. Visual workflow**

**9. To synchronize Accounts, Orders, and Shipments in real-time, a Developer has built a custom Interface between an external system and Salesforce. Prior to deployment, the Developer needs to confirm that the interface can sustain the Syncing of thousands of records at a time.**

**Which Sandbox environment is recommended to complete Performance and Load Testing ?**

**A. Full Sandbox**

B. Partial Sandbox

C. Developer Sandbox

D. Developer Pro Sandbox

**10. A divisional manager wants to add a report chart into a page layout.**

**Which report format can be used as a source report to accomplish this ?**

**Choose 2 answers.**

**A. Matrix format with a chart.**

**B. Summary format with a chart.**

C. Tabular format with a chart.

D. Joined format with a chart.

**11. The app builder at universal containers has been asked to ensure that the amount field is populated when stage is set to closed Won.**

**What can be used to meet this requirement ?**

**A. Validation Rule**

B. Approval Process

C. Lightning Process Builder

D. Workflow

**12. A custom object named Assignment has a private sharing that grants access using hierarchies. The organization has a role hierarchy where the "specialist" role reports to a "manager" role which reports to a "director" role. The director role is at the top of the role hierarchy. A user who is in the manager role creates a new assignment record.**

**Who can see this record ?**

**A. The record owner and the Directors in their hierarchy.**

B. The record owner and the Managers in their hierarchy.

C. The record owner and those above the Specialist role in their hierarchy.

D. The record owner and the Specialists in their hierarchy.

**13. What is a capability of sandbox templates ?**

**Choose 2 answers**

A. Specify the data range for data being replicated in a Partial Copy sandbox environment.

**B. Save a template for re-use when creating a Partial Copy sandbox environment.**

**C. Specify the objects whose data should be replicated in a Partial Copy sandbox environment.**

D. Create a Partial Copy sandbox from a Partial Copy sandboxes environment.

**14. What is capability of schema builder ?**

**Choose 2 answers**

A. Editing custom settings.

B. Creating a new record type.

**C. viewing page layouts In a new window.**

**E. Showing selected objects on a page.**

**15. Where can a custom button be placed ?**

**Choose 3 answers**

**A. On a related list.**

**B. On a custom list view.**

C. On the User Object

**D. On a Person Account.**

E. On a Web-to-Case form.

**16. Universal container wants to provide a different view for its users when they access an account record in salesforce1 Instead of in the standard web version.**

**How can this be accomplished ?**

**Choose 2 answers**

**A. By adding quick actions in the publisher section.**

B. By adding actions in the Salesforce 1 action bar section.

**C. By adding a mobile layout and assigning it to a profile.**

D. By adding Visualforce pages to the Mobile Cards section.

**17. In order to delete Opportunities, Universal Containers would like sales reps to submit requests for approval from their sales manager.**

**What can be used to meet these requirements ?**

**A. Approval Process with Apex Trigger.**

B. Approval Process with Time-Dependent Workflow action

C. process Builder with Submit for Approval action

D. Two-step Approval Process.

**18. Which setting Is available to customize salesforce1 mobile app for branding?**

**Choose 3 answers**

**A. Header and search bar color.**

B.  Action bar color.

**C. Background color on loading page.**

D. Notification and search Icon.

**E. The image on loading page.**

**19. Users at universal containers need to be able to quickly create a contract record from account record chatter feed.**

**A. By creating a custom 'Create a Record' Action on the Account.**

B. By creating a custom “Detail Page" Button on the Account.

C. By creating a custom "Create a Record" Action on the Contract.

D. By creating a custom ‘'Detail Page" Button on the Contract.

**20. When a user creates an account report, the user does not see industry as an available field in the report builder. However, this same user is able to see it in the account page layout.**

**What scenario would cause this ?**

A. The Industry field is not enabled for the particular record type.

B. The user does not have Industry field visibility In the field-level security.

C. The Industry field has no record values In the Account.

**D. The user uses a custom report type which does Not Include the industry field.**

**21. Universal containers want to display a message when a case needs follow up.**

**What can be used to display different text on the case record depending on the number of days a case is opened ?**

**A. Formula Field**

B. Workflow Update

C. Case process

D. lightning Process Builder

**22. Which statement is 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 must be unique since duplicates are not allowed within Salesforce,

**C. The field can be unique based on case- sensitive or case\*Insensitive values.**

**D. The field contains unique record Identifiers from a system outside of Salesforce.**

**23. What is a section of the lightning app builder tool ?**

**Choose 3 answers**

**A. Canvas**

**B. Selected publisher actions**

C. Mini page layout

D. Mobile cards

**E. Components**

**24. Universal Containers is importing 1000 records into Salesforce, They want to avoid any duplicate records from being created during the Import.**

**How can these requirements be met ?**

A. After importing all of the custom objects, run a duplicate check report, export the report to a CSV file, and run a mass delete to purge any duplicates.

B. When importing the file, select the "Prevent Duplicates” option on the last step of the Import Wizard and import '' the file.

**C. Include a column in the import file that has either record names, Salesforce IDs, or external IDs that can be used to match records.**

D.After importing all of the custom objects, review all records created and manually merge or delete any duplicate records.

**25. Universal containers have separate business requirements for Consumer and Business opportunities, the sales team works with both types of Opportunities. The app builder created two records types on the opportunity object.**

**Which action can now be performed ?**

**Choose 2 answers**

A. Create unique opportunity stages by sales process.

**B. Specify a different page layout by sales process.**

C. Enable field validation by sales process.

**D. Prevent access to secure data field by sales process.**

**26. Which statement is true for embedding a Visual force page in a page layout ?**

**Choose 2 answers**

A. Visualforce pages on a field set have attributes for width and height.

**B. Visualforce pages on a page layout have attributes for width and height.**

C. Visualforce pages can only be placed In the Visualforce section in a page layout.

**D. Visualforce pages can be placed anywhere in a page layout.**

**27. What is true Statement regarding roll up summary fields ?**

**Choose 2 answers**

**A. Changes to the value of a roll up summary field can trigger assignment rule to run.**

B. The roll up summary field inherits the field level security of child object.

**C. Roll up summary fields can only be created on the master of a master detail relationship.**

D. Multi select picklist fields can be used in the column of roll up summary filters.

**28. Universe Containers uses a custom object to track open job positions. They would like to automatically post updates on a record's feed whenever a position stage Is changed.**

**Which social feature can be used to accomplish this ?**

A. Workflow rule

**B. Feed tracking**

C. Feed Quick Action

D. Auto-response rule

**29. Which capability allows an app builder to grant object level access ?**

**Choose 2 answers.**

**A. Assigning a user Permission Set that allows for Read and Edit access to an object**

B. Assigning a user a Public Group that allows for Read and Edit access to an object.

C. Assigning a user a Role that allows Read access to an object.

**D. Assigning a user a Profile that allows Read access to an object.**

**30. A junction object has two Master-Detail relationships. What happens to a junction object record when either associated master record is deleted ?**

**A. The look-up field on the junction object record is cleared.**

B. The master record can't be deleted if it has a child record.

C. The record is deleted and placed in the recycle bin,

D. The record is permanently deleted and can't be restored.

**31. The Customer Service team at Universal Containers uses a custom Project object to track their customer projects.  An App Builder needs to create a relationship between the Project object and the related client Account record. A private sharing model is in place for both Accounts and Projects.**

**Which statement is true when creating an Account lookup field on the Project object ?**

**Choose 2 answers**

A. The Account record can include roll-up summary fields with data from the Project records.

B. Users can only delete Accounts if they have access to related project records.

**C. The Account lookup field on the Project record can be made optional.**

**D. Cross-object field updates between the Project and Account records are not supported.**

**32. Universal Containers has a junction object called Invoices with a primary Master-Detail relationship with Accounts and a secondary Master-Detail relationship with Contacts. The app builder has a requirement to change the primary Master- Detail relationship to a Lookup.What happens to the Master-Detail relationship with Contacts ?**

A. The Contacts Master-Detail field is deleted from the object.

**B. The Contacts Master-Detail becomes the primary.**

C. The Contacts Master-Detail values are cleared from invoices.

D. The Contacts Master-Detail also converts to a lookup**.**

**33. Universal containers need to add an additional recipient to a workflow email alert that is fired from the case object. What type of field could be added to the case object to allow the additional desired recipient on the email alert ?**

**Choose 2 answers**

A. Text field

**B. Email field**

**C. Lookup field**

D. Formula field

**34. Universal Containers is rolling out a new customer service process. Customer service managers will need to edit cases for their subordinates, but not cases for other groups. Managers and users should be able to view all cases.**

**What is the recommended solution to configure this ?**

**Choose 2 answers**

**A. Create standard role hierarchies.**

**B. Set organization-wide sharing defaults to public read/only.**

C. Create criteria-based sharing rules.

D. Set organization-wide sharing defaults to private.

**35. At Universal Containers, multiple departments utilize the Case object for different purpose, some users submit cases For IT and HR requests, and other users provide customer support with case record.**

**How can an App Builder enable different users to see different fields, based on the case type ?**

A. Create different case field sets for IT, HR, and Customer Support. Assign different field sets by profile,

B. Create different case field sets for IT, HR, and Customer Support. Assign different field sets by role.

**C. Create different case record types for IT, HR, and Customer Support. Assign different page layouts to each record type by profile.**

D. Create different case record types for IT, HR, and Customer Support Assign different page layouts to each record type by role.

**36. Universal Containers would like to use a Chatter group for their Mergers and Acquisitions team to collaborate on potential new projects. This group should not be visible for non-members to see or join, and can be accessed by Invite only.**

**Which Chatter Group type should the App Builder recommend ?**

A. Private Group

**B. unlisted Group**

C. Public Group

D. Member Group

**37.  Universal Containers has deployed custom tabs through change sets, without including the profiles, to Production (Enterprise Edition).**

**Which statement is true in regards to the visibility of custom tabs ?**

A. Custom tabs are default off for all users.

B. Custom tabs are exposed for all users.

**C. Custom tabs are hidden for all users.**

D. Custom tabs are default on for all users

**38. What is a use case for approval processes ? Choose 2 answers**

**A. Approve expense reports automatically when less than $50.**

B. Update the PTO record field with the user's manager.

**C. Require the CFO to review the salary range for all job offers,**

D. Ensure an opportunity has at least one product added.

**39. Universal containers has custom assessment object used by three divisions. Each division wants to track different information on the assessment, including different values for the status picklist. Division managers do not want their terms to be able to create another division's assessment.**

**How can this be accomplished ?**

**A. Create separate assessment record types for each division and use them to limit picklist values. Create separate page layouts for each record type and use profiles to restrict record type access.**

B. Create three page layouts to determine the fields and ptckiist values for each user based an the division included, on their user record. Use held-level security to restrict access to each division's fields.

C. Create a separate page layout for each division and assign them using profiles. Use the profile settings to configure each division's custom field list and picklist values for assessments.

D. Create additional custom assessment objects, one for each division, to track their assessments so information can be tracked separately use profiles to restrict access to the three custom objects.

**40. Universal Containers needs the ability to generate contract documents. All the data required for a contract resides in a custom object.**

**What is the recommended solution ?**

A. Enable the Contracts feature and create a custom Contract Template based on the Standard Template.

B. Create the HTML template for contracts and store It In the Public Folder.

**C. Select and install an AppExchange product to meet the contract generation needs.**

D. Store a template In the Static Resources and configure the Action Link Template to use it.

**41. A Customer Support Manager at Universal Containers would like to implement call scripting for their call center agents.**

**What automation tool can be used to accomplish this ?**

A. Lightning Process Builder

B. Workflow

**C. Visual Workflow**

D. Lightning Connect

**42. Universal containers uses a custom object to track site visits. When the status of site visit is changed from "In process" to on "On Hold", the business wants the site visit owner to be automatically assigned to an ""On Hold” queue.**

**Which capability can be used to accomplish this ?**

A. Assignment rule

B. Action

C. Visual Workflow

**D. Apex Trigger**

**43. Where can a Standard Lightning Component be placed in the Lightning App Builder tool ?**

**A. Canvas**

B. Console Layout

C. Mini Page Layout

D. Mobile Card

**44. Universal containers wants to rollout new product bundles with several pricing options. Pricing options include product-price bundles, account specific pricing and more.**

**Which product satisfies the need.**

**A. Custom App exchange-app for product-pricing**

B. Workflow on Opportunity/Opportunity Product

C. Formula fields on Opportunity/Opportunity Product

D. Lightning process builder

**45. Universal containers has a custom object that has a N:M relationship with opportunity Line Item carrying price and amount information. In order to compute total amounts and total prices per Opportunity using Rollup summary fields, what field type will you use.**

A. Junction

**B. Master-Detail**

C.  Lookup

D.  Cross object

**A. Text46. Universal Container want to store an area code and wants to be able to search for it in searches. Which are possible fields to store the data.**

**Choose 2 answers**

**B.  Phone**

D.  Email

E.  Multi Picklist

**47. Universal Containers needs to create a roll-up summary field on a custom object that counts the number of related records on another custom object.**

**What type of field must exist before the roll-up summary can be created, and where should it be located ?**

A.  A lookup relationship field on the parent object.

B.  A lookup relationship field on the child object.

C.  A master-detail relationship field on the parent object.

**D.  A master-detail relationship field on the child object.**

**48. Universal Containers needs to set the record type for a converted lead's Account, Contact, and Opportunity based on the user who is converting the lead.**

**How can this be accomplished ?**

**A. Set the default record types for each Profile for Account, Contact, and Opportunity to the desired record type for converted records.**

B. Set the default record types for each Role for Account, Contact, and Opportunity to the desired record type for converted records.

C. Set the master record types for each Profile for Account, Contact, and Opportunity to the desired record type for converted records.

D. Set the master record types for each Role for Account, Contact, and Opportunity to the desired record type for converted records

**49. You want to use an External Data Object Table from Heroku carrying Product Category information. The data need to be included in Salesforce and searchable. What do you have to do before you can use the connection**

**Choose 2 answers**

**A. press “validate and sync”**

**B. choose “include in Salesforce searches” option**

C. choose “include as index field”

D.  URL / choose the URL (?)

**50. Universal Container want to store an area code and wants to be able to search for it in applications (apex). Which are possible fields to store the data.**

**Choose 2 answers**

**A. Text**

B. Phone

C.  Email

D.  Multi Picklist

**E.  Number**

**51. Field type conversion. Which of the following are true.**

**Choose 2 answers**

A. data can be lost when converting from simple picklist to multi picklist

**B. data can be lost when converting from autonumber to text**

C. data can be lost when converting from number to currency (assuming that field lengths are identical)

**D. information can be lost when converting from text area (rich) to text area (long)**

**52. Universal Container is using assignment rules to distribute cases to regional teams. Which of the following are true.**

A. it is possible to have multiple active assigment rules

B. cases may be assigned to public groups (if configured)

**C. cases may be assigned to queues (if configured)**

D. a workflow field update can be used instead

**53. Universal Containers has limited in-house development resources, but would like to support online payment processing for its products.**

**What is the recommended solution to meet this requirement ?**

A. Configure pricebooks, products, and payment schedules to enable this capability.

B. Work with developers to develop custom code for payment processing.

C. Configure Outbound Messaging to send a message to an external Payment Gateway.

**D. Install an AppExchange product to provide Payment Gateway processing.**

**54. Universal Container's app builder needs to display an account's rating on all contacts related to that account. Which formula is valid in a text formula field on the contact to display the appropriate value ?**

**Choose 2 answers.**

A. CASE(Account.Rating, Hot, Hot, Warm, Warm, Cold, Cold, Not Rated)

**B. CASE(Account.Rating, "Hot", "Hot", "Warm", "Warm", "Cold", "Cold", "Not Rated")**

C. Account.Rating

**D. Text(Account.Rating)**

**55. Universal Container installs an unmanaged package. Which of the following are true.**

**Choose 2 answers**

**A.  Components of unmanaged packages can be edited**

B.  Unmanaged packages can be upgraded

C.  Unmanaged packages have a namespace prefix

**D.  Unmanaged packages don’t have a version number**

**56. Universal containers has included its orders as an external data object into Salesforce. You want to create a relationship between Accounts and the Orders object (one-to-many relationship) leveraging a key field for account which is on both external object and Account. Which relationship do you create**

A. Lookup Relationship

B. Master Detail Relationship

C. Hierarchical Relationship

D. external Lookup Relationship

**E. indirect Lookup Relationship**

**57. Which components can be added to a lightning app on custom object.**

**Choose 3 answers**

A. Visualforce

**B. Standard Lightning component**

**C. Custom lightning component**

**D. global actions**

E. object specific actions on the custom object

**58. Which is true about social accounts.**

A. you can use social accounts data even when you are not logged into the social account.

**B. you need a personal social account in order to see social account data**

C. you can use social accounts to import data into salesforce

D. connection to social account is established thru a companywide “named principal”

**59. Object specific actions cannot be added. Visualforce need to be embedded into a Lightning page.**

**Universal containers has a custom object “service” which has a lookup relationship to Account. Universal containers wants to enhance Salesforce1 with an action that allows account managers to enter a new service to an Account while looking at the account.**

**A. enter a object specific action to Account and put it in the Account Layout**

B. enter a object specific action to Service and put it in the Account Layout

C. enter a object specific action to Service and put it in the Service Layout

D. enter a object specific action to Account and put it in the Service Layout

**60. Person Accounts ?**

**Choose 2 answers**

**A. Do use space in both account and contacts table**

B. Have the same icon as Business accounts

**C. can only be merged with other person accounts**

D. Are enabled by default

D. Are enabled via feature license