Advanced Admin Practice Exam 2

Course Overview » Advanced Admin Practice Exam

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Take Notes

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Take Notes

Exam Results

83.33%

50 / 60
Answered correctly

00:46:43
Your time

RETAKE EXAM | VIEW INCORRECT | MARKED FOR REVIEW

NEXT EXAM | BACK TO COURSE

Weighted Score Percentage

This table shows your results according to the sections in the exam. The score percentage is multiplied by the section weighting to calculate the result percentage.

Section Name	Score Percentage	Weighting	Result Percentage
Auditing and Monitoring	66.67%	10%	6.67%
Cloud Applications	75%	11%	8.25%
Data and Analytics Management	75%	13%	9.75%
Environment Management and Deployment	100%	7%	7%
Objects and Applications	100%	19%	19%
Process Automation	75%	20%	15%
Security and Access	91.67%	20%	18.33%
TOTAL		**100%**	**84%**

Take Notes

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23
24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46

☐ Correct ☐ Incorrect ☐ Unanswered ○ Marked for Review

Question 1:

PROVIDE FEEDBACK

A.W. Inc. uses Salesforce for managing their sales orders. It is very sensitive data and they need to backup this data at their internal server location automatically.
Which tool should their Salesforce administrator use to achieve this?

Take Notes

Choose 1 answer.

- A. Export the data after running a report
- B. Raise a case with Salesforce to backup the data every day
- ✔ ***C. Use the command line interface of Data Loader and schedule the export***
- D. Use Data Loader every day, running export all

Correct

A scheduled job can be defined to run the command line interface of Data Loader.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Data and Analytics Management

Detailed Objective: Given a scenario, identify the appropriate tools and methods for importing data into Salesforce.

(data import wizard, data loader, and external ID).

Question 2:

PROVIDE FEEDBACK

Take Notes

The organization-wide sharing setting for the Case object is set to Private. No sharing rules have been set up. A new Case record type has been created. How can the Salesforce Administrator ensure that a set of users has access to all Case records with this new record type?

Choose 1 answer.

- A. Assign to the user a Permission Set that includes 'View All' access
- ***B. Create a criteria-based sharing rule***
- C. Assign to the user a Permission Set that includes the assignment to the new record type
- D. Ask users to manually share Cases with this new record type to the user

Correct

Manually sharing case records is not a recommended solution because there would be too many records that need to be repetitively shared manually with the user, which makes it inefficient. On the other hand, granting the user 'View

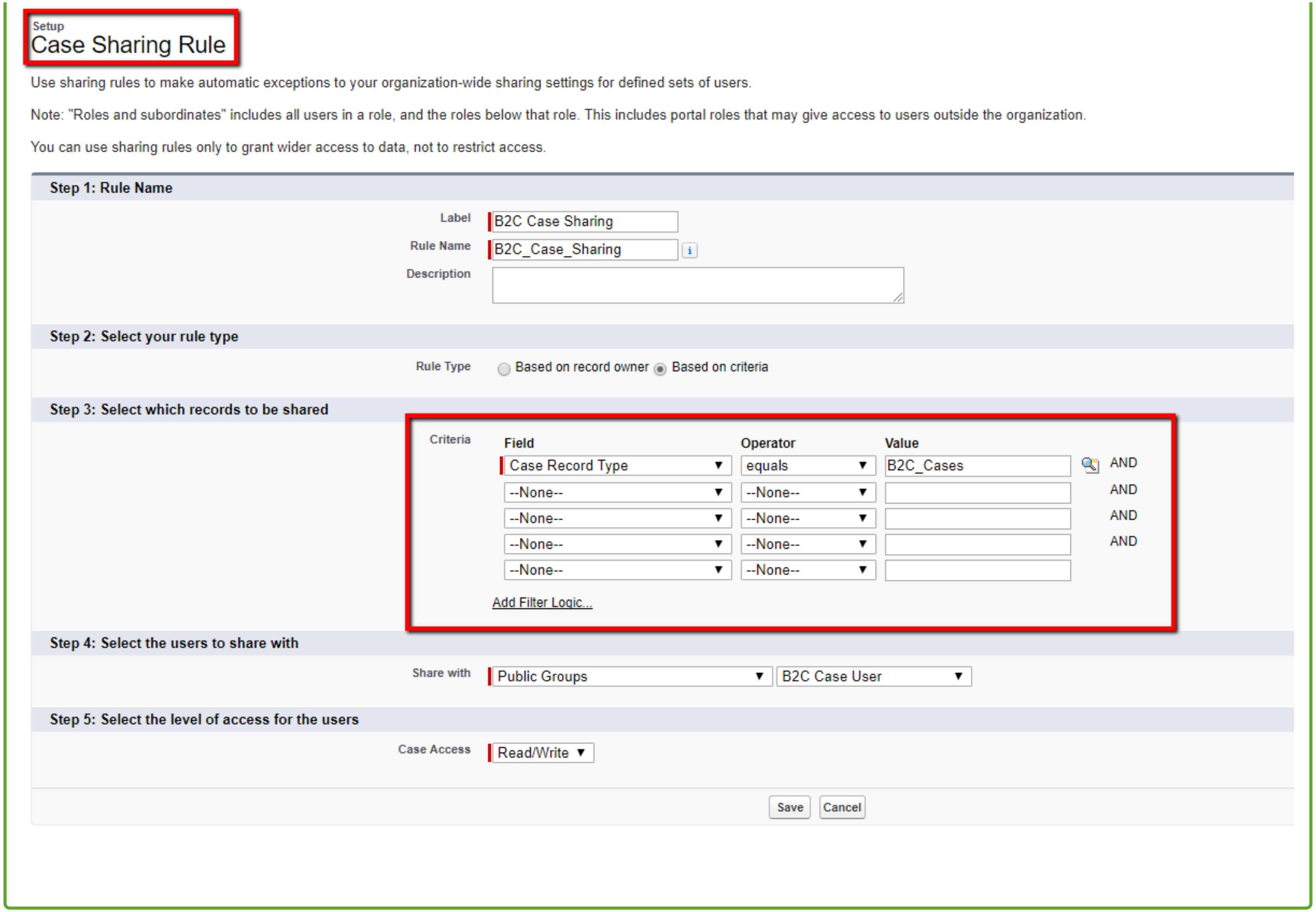
All' access will result in extending data access to all records regardless of record type, which does not meet the requirement.

Record type assignment in a permission set allows a user with the assigned permission set to create records of that type. It has no impact on record visibility. Lastly, a criteria-based sharing rule can be used to share records using the record type as the criteria.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Security and Access
Detailed Objective: Compare and contrast the capabilities of custom profiles, permission sets, and delegated administration.

Take Notes


Setup
Case Sharing Rule
Use sharing rules to make automatic exceptions to your organization-wide sharing settings for defined sets of users.
Note: "Roles and subordinates" includes all users in a role, and the roles below that role. This includes portal roles that may give access to users outside the organization.
You can use sharing rules only to grant wider access to data, not to restrict access.
Step 1: Rule Name
Label B2C Case Sharing
Rule Name B2C_Case_Sharing
Description
Step 2: Select your rule type
Rule Type Based on record owner Based on criteria
Step 3: Select which records to be shared
Criteria Field Operator Value
Case Record Type equals B2C_Cases AND
--None-- --None-- AND
--None-- --None-- AND
--None-- --None-- AND
--None-- --None--
Add Filter Logic...
Step 4: Select the users to share with
Share with Public Groups B2C Case User
Step 5: Select the level of access for the users
Case Access Read/Write
Save Cancel

Question 3:

PROVIDE FEEDBACK

Which of the following are true about master-detail relationships?

Choose 2 answers.

- [x] ***A. The child records in a master-detail relationship do not have Owner fields; they have the same Owner as the parent record***
- [ ] B. Standard objects can be on the master or detail side of a custom object in a master-detail relationship
- [x] ***C. A child object can have up to 2 master-detail relationships with parent objects***
- [ ] D. If master records are deleted, child records remain intact

Take Notes

Correct

Master-detail relationships are parent-child relationships in which the master object (parent) controls certain behaviors of the detail object (child). A deleted record on the master object results in the deletion of the related detail (child) object records.

There can be up to two master-detail relationships for an object with two parent objects.

There is no visible Owner field in the detail object. The detail-object records will always inherit the owner of their master records.

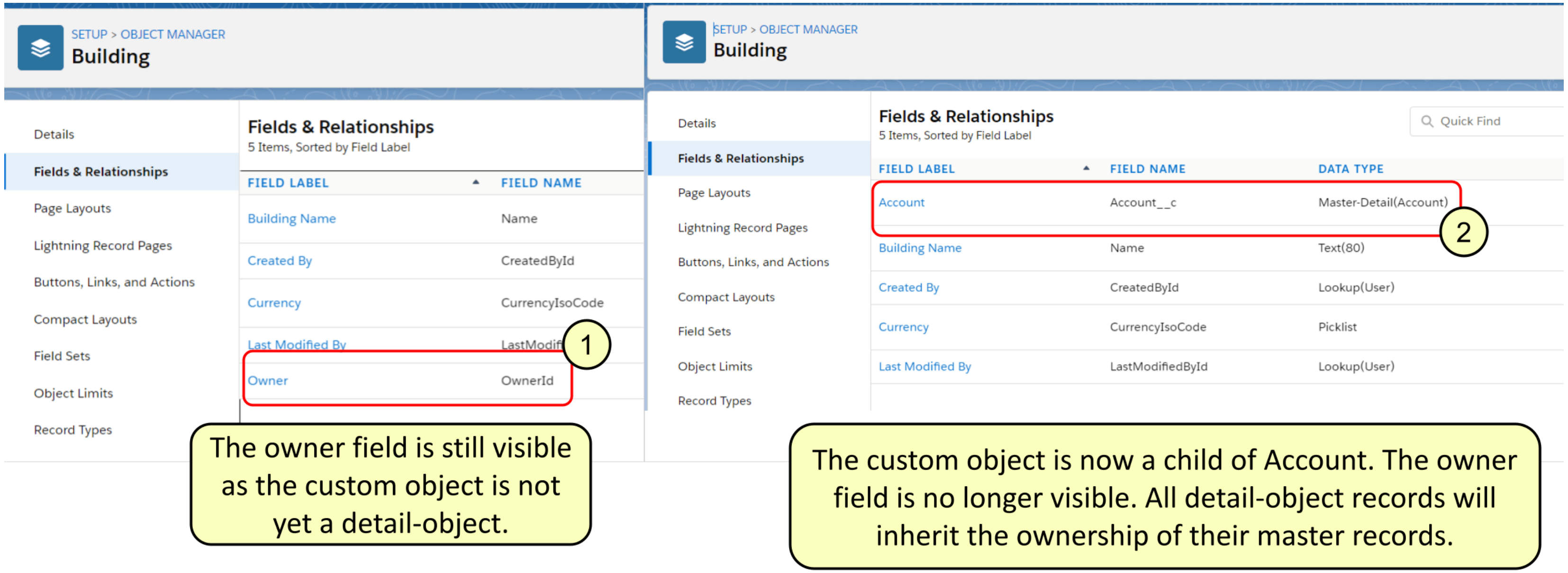
Standard objects cannot be on the detail side of a custom object in a master-detail relationship. They can only be on the master side for custom objects. However, a standard object can be a detail object for another standard object.

Reference Link

Objective: Objects and Applications

Detailed Objective: Given a scenario, determine the appropriate solution to enhance or extend objects. (master-detail, lookup, junction object, related list, record type, schema builder, and object creator).

Screenshots



Take Notes

Question 4:

PROVIDE FEEDBACK

A Salesforce Administrator was asked to create an approval process for the Extra Fees child object in the Bright Paints, Inc. org. She was given a list of users who are supposed to be final approvers in the process. She decided to log in as one of the final approvers to verify that the process works. After she logged in and tried to approve some pending approvals, she realized that she cannot see any Extra Fee records. What could be the reason for not being able to see the records?

Take Notes

Choose 1 answer.

A. The user she logged in as does not have the 'Approver' checkbox checked on his or her profile

B. The user she logged in as has Create, Edit, and Delete permissions on the Extra Fees Object, which interfere with the visibility of the approval process

C. The user she logged in as does not have a Manager role

✔ ***D. The user she logged in as does not have Read permission on the Extra Fees Object***

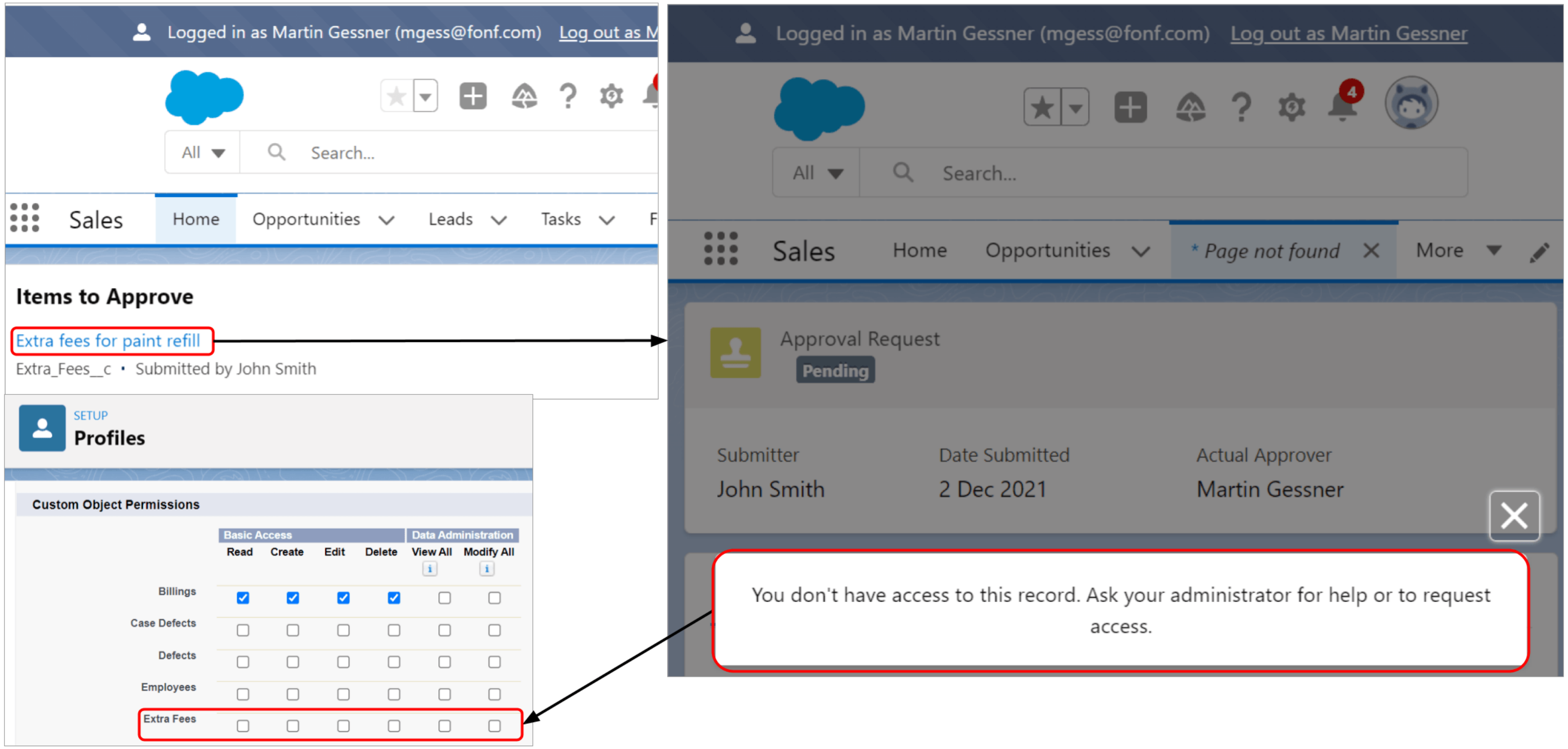
Correct

Because a final approver has to be able to view the record submitted by an initial submitter, the user must have the Read permission on the Extra Fees object. He or she does not necessarily need the Create, Edit, or Delete permission. This is especially true because most of the time, the records are not editable at all stages in the approval process. The 'Approver' checkbox does not exist in Salesforce, and the user does not need to have a Manager role to be an approver.

Salesforce Reference Link

Objective: Process Automation

Detailed Objective: Given a scenario identify the appropriate tool or method for troubleshooting declarative automation.



Take Notes

Question 5:

PROVIDE FEEDBACK

The Salesforce Administrator of Cosmic Express needs to build a flow that updates a custom checkbox field named 'Review Required' on any opportunity record if the value of its 'Amount' field is greater than $100,000 and it reaches the 'Closed Lost' stage. Which element can be used to directly update the custom field while specifying the needed filter criteria based on the requirement?

Choose 1 answer.

- ***A. Update Records***
- B. Update Values
- C. Core Action
- D. Get Records

Correct

The 'Update Records' element can be used in a record-triggered flow to directly update the record that triggered the flow. It has three options to find records to update and set their values. The first option allows using the record that triggered the flow, such as the opportunity record in this requirement. Filter conditions, as well as field values, can be set for the triggering record using the same element.

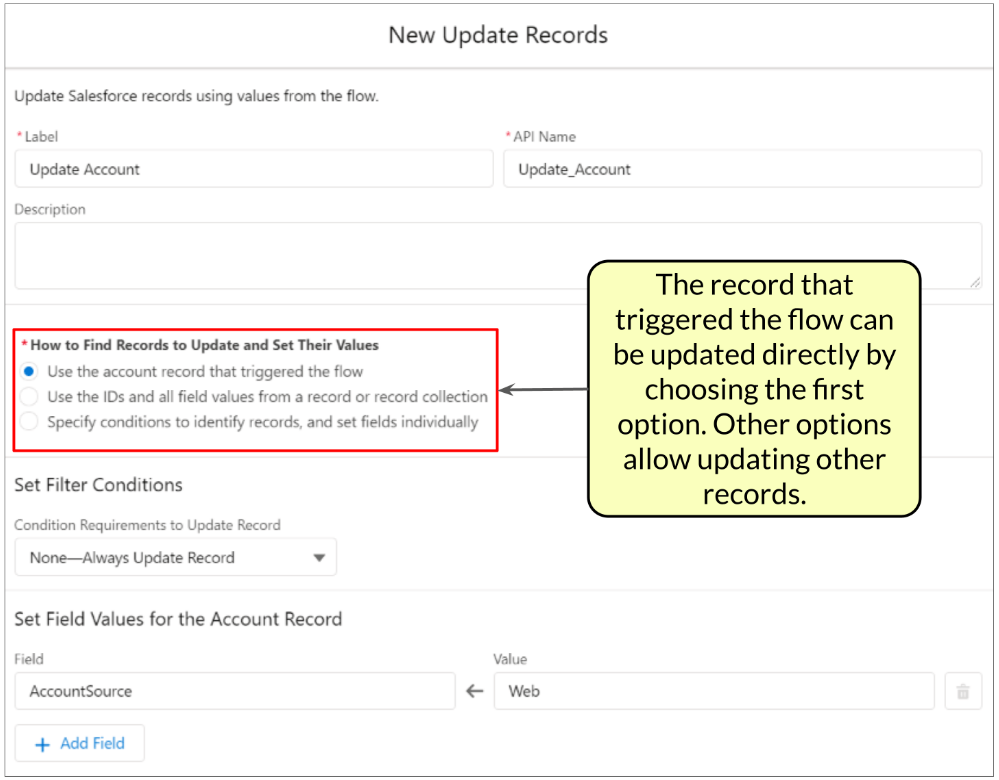
There is no 'Update Values' element in the Flow Builder. The 'Get Records' element only allows retrieving records based on filter criteria and storing them in variables. The 'Core Action' allows performing an action like 'Post to Chatter' or 'Send Email', org's quick actions, or local actions.

Salesforce Reference Link

Take Notes

Objective: Process Automation

Detailed Objective: Given a complex scenario, determine the solution using the best tool, or combination of tools to solve a business problem



Take Notes

Question 6:

PROVIDE FEEDBACK

A Salesforce Administrator can define a sharing rule to share records with a public group. Which of the following can be included in a public group?

Choose 3 answers.

- [ ] A. Profiles
- [x] ***B. Users assigned to specific territories***
- [ ] C. Permission Sets
- [x] ***D. Roles***
- [x] ***E. Other public groups***

Correct

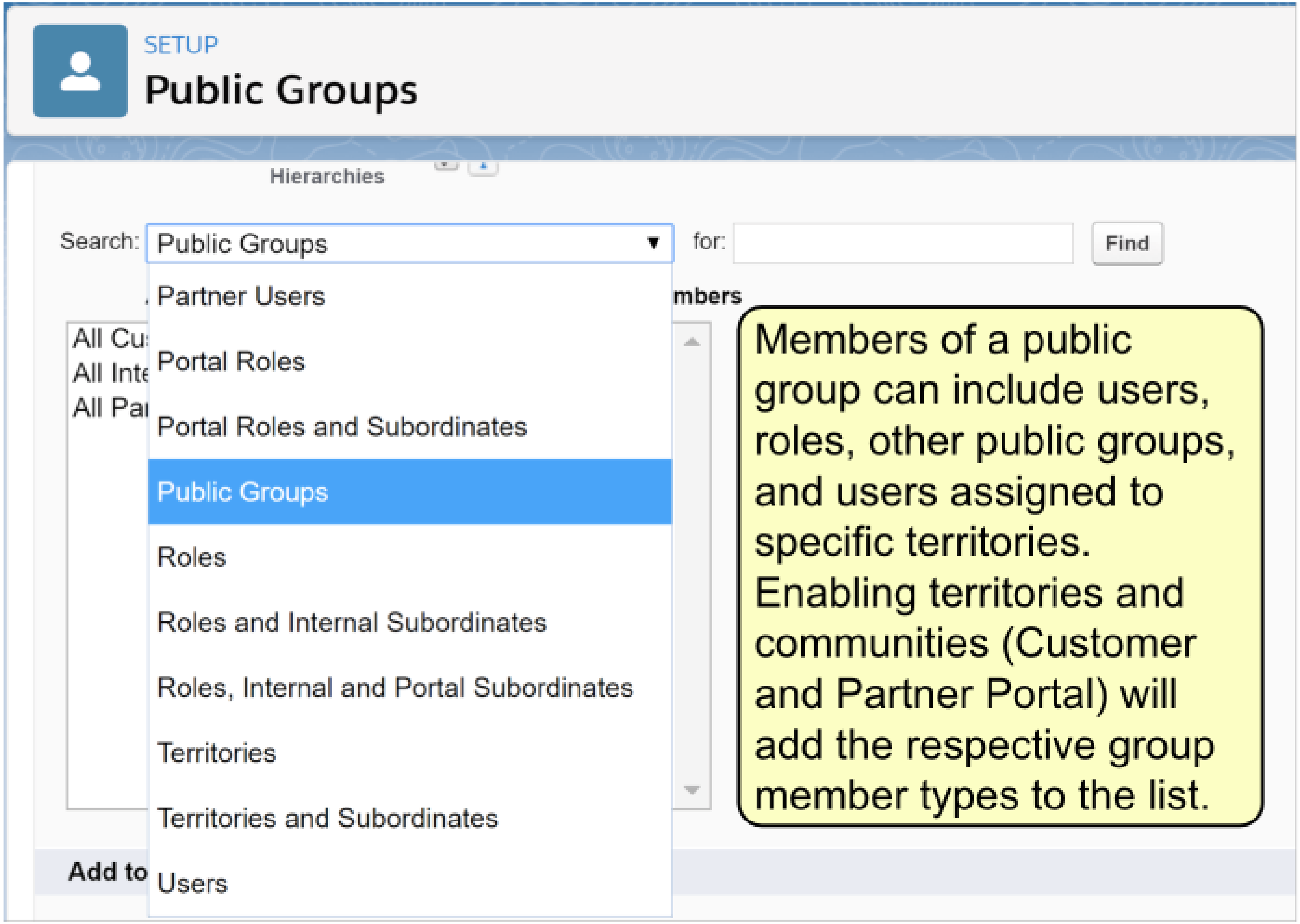
Public groups can contain a combination of users, roles, users assigned to specific territories, other public groups and roles, and subordinates in the hierarchy. Profiles and permission sets cannot be included in a public group definition.

Reference Link
Reference Link 2

Objective: Security and Access
Detailed Objective: Given a scenario, determine the implications to record and field data access (Sharing model, controlled by parent, grant access by hierarchies, dashboard and report folders access, email folder access, Territory Management).

Take Notes

Screenshots



Question 7:

PROVIDE FEEDBACK

A custom object 'Application' has been created with the organization-wide sharing setting of Private. Leo is the owner of multiple Application records. John currently has no access to Application records. What is required to allow only John to access and update certain Application records owned by Leo?

Choose 2 answers.

- [x] ***A. Manually share the records by clicking the 'Sharing' button***
- [ ] B. Change the organization-wide sharing setting to 'Public Read/Write' for the Application object
- [x] ***C. Use a Permission Set with 'Edit' access to Application and assign it to John***
- [ ] D. Change the profile John is assigned to allow 'Edit' access to Application

Take Notes

Correct

Firstly, object-level access is required for Leo to be able to read and edit Application records. If only John should have this access, a permission set is more appropriate than a profile change, as changing the profile would give access to users that are assigned to that profile. Manual sharing would allow Leo to add only John to specific application records. Changing the organization-wide sharing setting to 'Public Read/Write' or 'Public Read Only' is not appropriate as it would open access to all application records for all users.

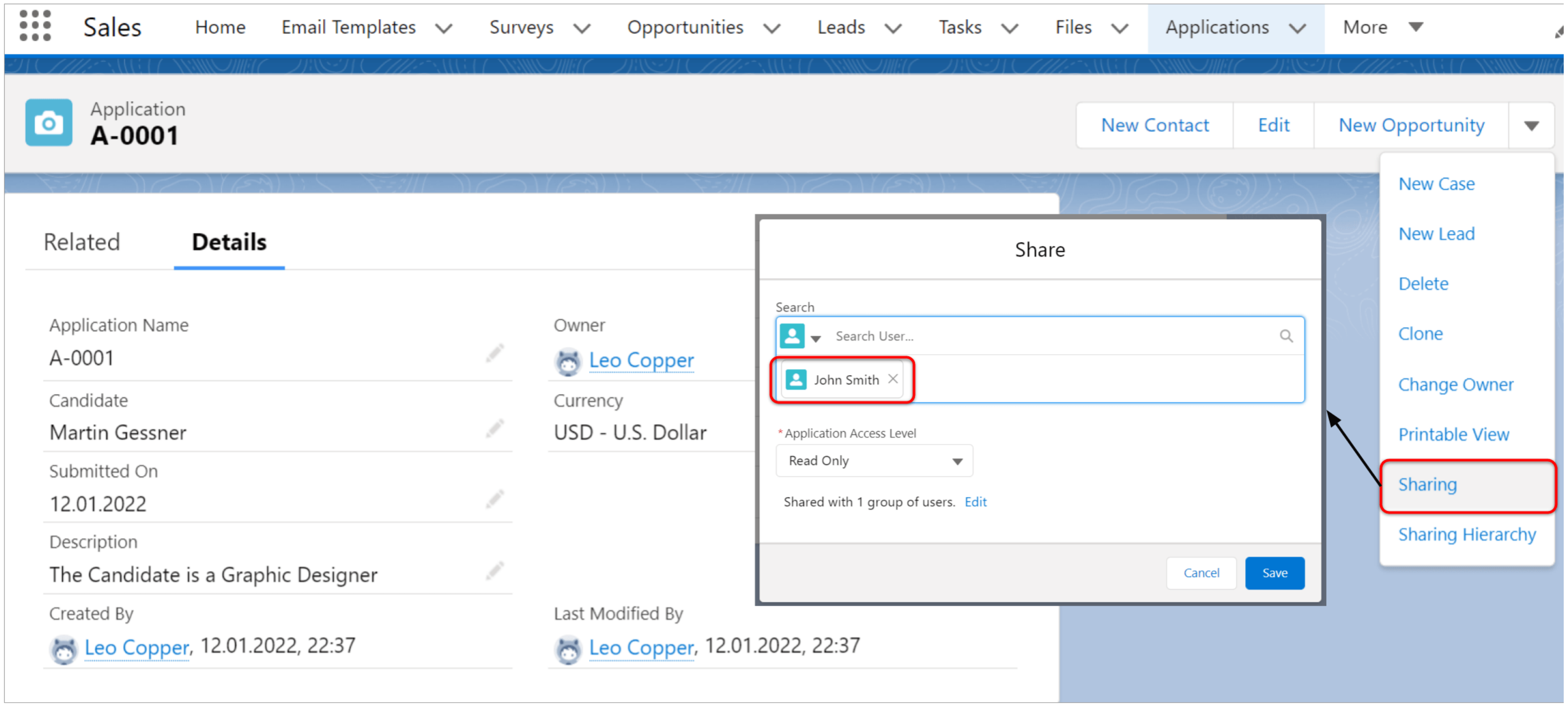
Salesforce Reference Link

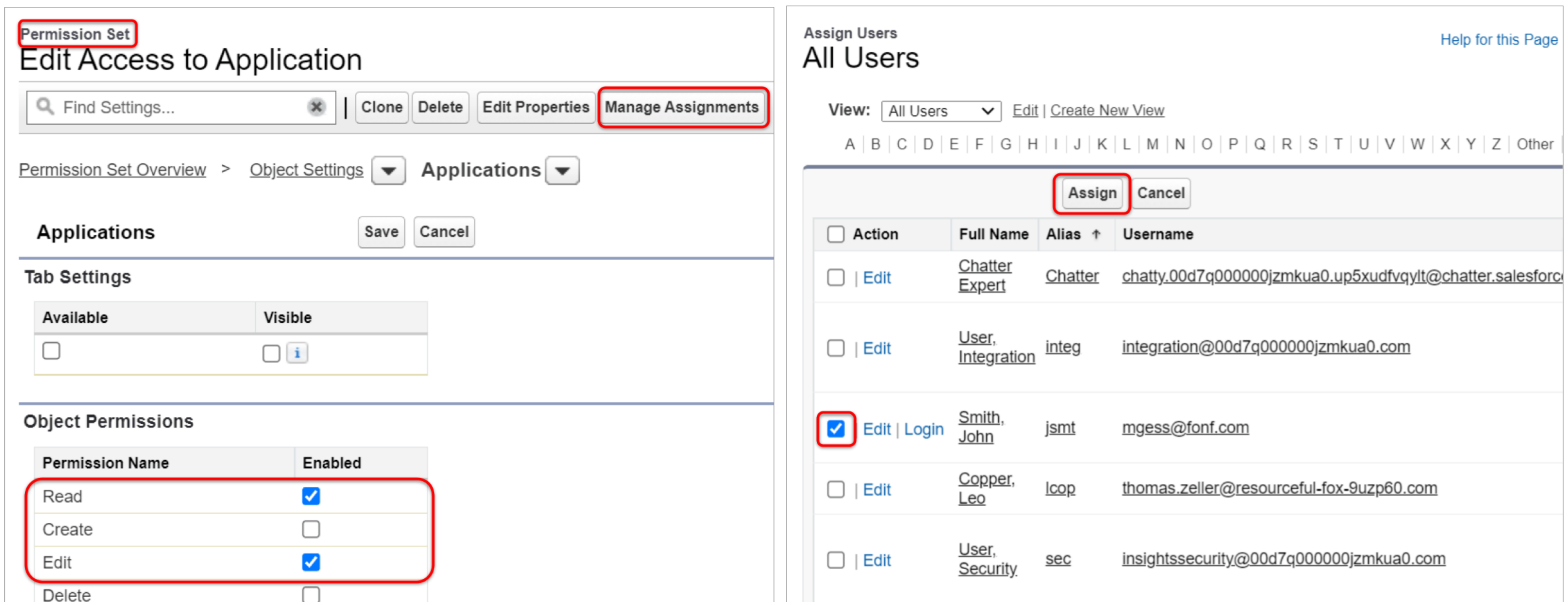
Salesforce Reference Link 2

Objective: Security and Access

Detailed Objective: Compare and contrast the capabilities of custom profiles, permission sets, and delegated administration.

Take Notes


Sales
Home
Email Templates
Surveys
Opportunities
Leads
Tasks
Files
Applications
More
Application
A-0001
New Contact
Edit
New Opportunity
New Case
New Lead
Delete
Clone
Change Owner
Printable View
Sharing
Sharing Hierarchy
Related
Details
Application Name
A-0001
Owner
Leo Copper
Candidate
Martin Gessner
Currency
USD - U.S. Dollar
Submitted On
12.01.2022
Description
The Candidate is a Graphic Designer
Created By
Leo Copper, 12.01.2022, 22:37
Last Modified By
Leo Copper, 12.01.2022, 22:37
Share
Search
Search User...
John Smith
* Application Access Level
Read Only
Shared with 1 group of users. Edit
Cancel
Save


Permission Set
Edit Access to Application
Find Settings...
Clone
Delete
Edit Properties
Manage Assignments
Permission Set Overview > Object Settings
Applications
Applications
Save
Cancel
Tab Settings
Available
Visible
Object Permissions
Permission Name
Enabled
Read
Create
Edit
Delete
Assign Users
All Users
Help for this Page
View: All Users
Edit | Create New View
A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other
Assign
Cancel
Action
Full Name
Alias
Username
Edit
Chatter Expert
Chatter
chatty.00d7q000000jzmkua0.up5xudfvqylt@chatter.salesforc
Edit
User, Integration
integ
integration@00d7q000000jzmkua0.com
Edit | Login
Smith, John
jsmt
mgess@fonf.com
Edit
Copper, Leo
lcop
thomas.zeller@resourceful-fox-9uzp60.com
Edit
User, Security
sec
insightssecurity@00d7q000000jzmkua0.com

Question 8:

PROVIDE FEEDBACK

Take Notes

A developer has said that she scheduled an Apex job to run daily, but the Salesforce administrator is not seeing the expected results. What can be checked in Setup to see if the job is scheduled to run the next day?

Choose 2 answers.

- [x] ***A. 'Scheduled Jobs' page***
- [ ] B. Debug log
- [x] ***C. 'Apex Jobs' page***
- [ ] D. 'Background Jobs' page

Correct

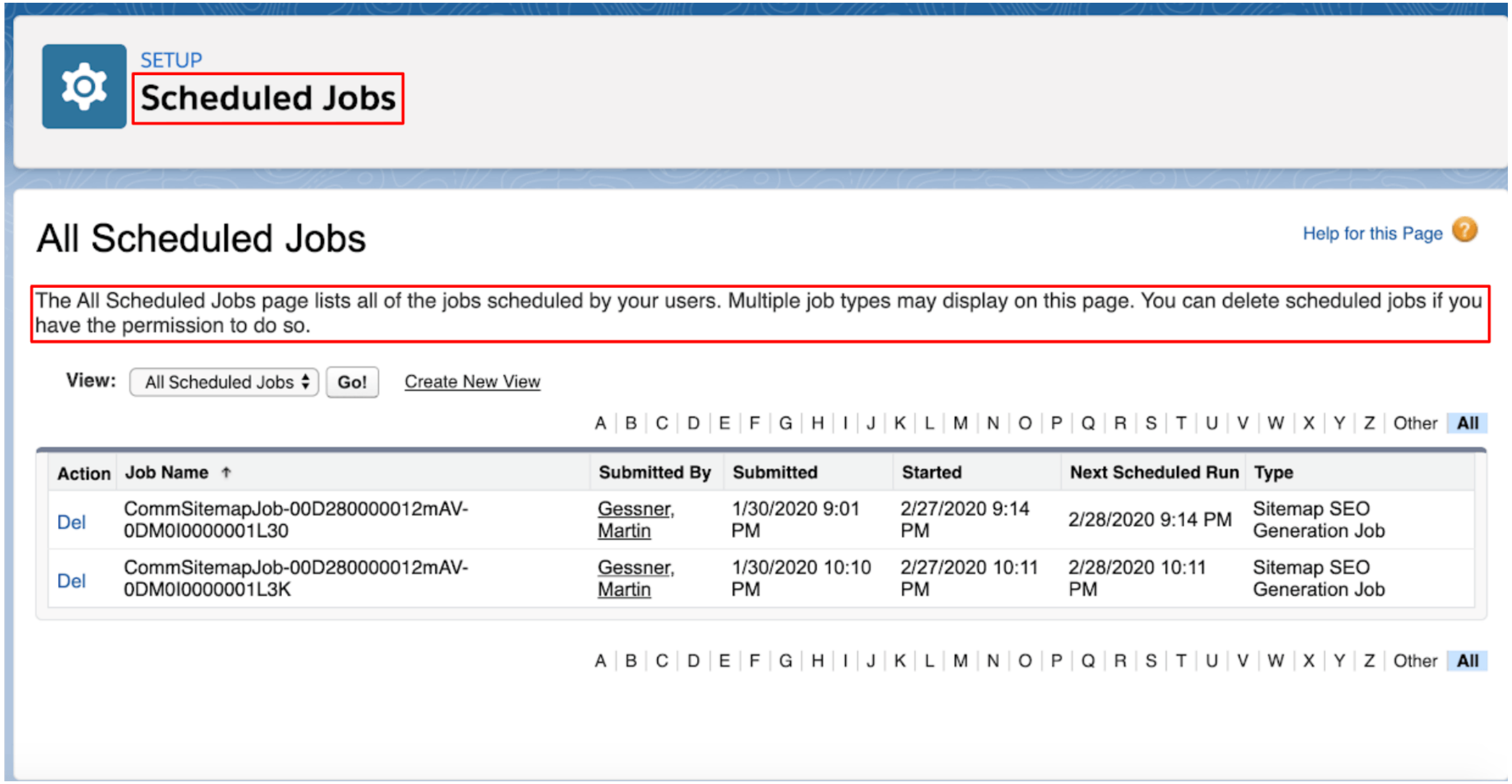
All Apex jobs submitted for execution are listed in the 'Apex Jobs' page, including those that have already been completed, are still not finished executing, and are scheduled. The 'Scheduled Jobs' page contains any scheduled Apex jobs, dashboards scheduled to refresh, and reporting snapshots. Although scheduled Apex jobs appear on both pages, only the 'Schedule Jobs' page can be used to manage or delete scheduled Apex jobs.

The 'Background Jobs' page is used for monitoring background jobs that are running in the org, such as parallel sharing recalculation. A debug log provides information about certain transactions, which is used to diagnose problems in the org.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Auditing and Monitoring
Detailed Objective: Given a scenario, determine the appropriate tools for monitoring and troubleshooting system activity (debug log, set up audit trail).

Take Notes



Take Notes

Question 9:

PROVIDE FEEDBACK

Cosmic Repair Solutions uses a custom object called 'Project' to store data about detailed issues that require on-site visits to customers. This object has a master-detail relationship with the Case object. A project record can also be related to a child project record, but there is currently no way to indicate that in Salesforce. Which type of relationship can be created by the Salesforce Administrator to allow support agents to link an issue with another issue when the two are related to the same problem?

Choose 1 answer.

- ***A. Lookup***
- B. Master-detail
- C. Many-to-Many
- D. Hierarchical

Take Notes

Correct

A lookup relationship can be created on an object to link the object with itself. In this case, the custom object called 'Project' can be linked with itself to show how a project and its child records are related to a case.

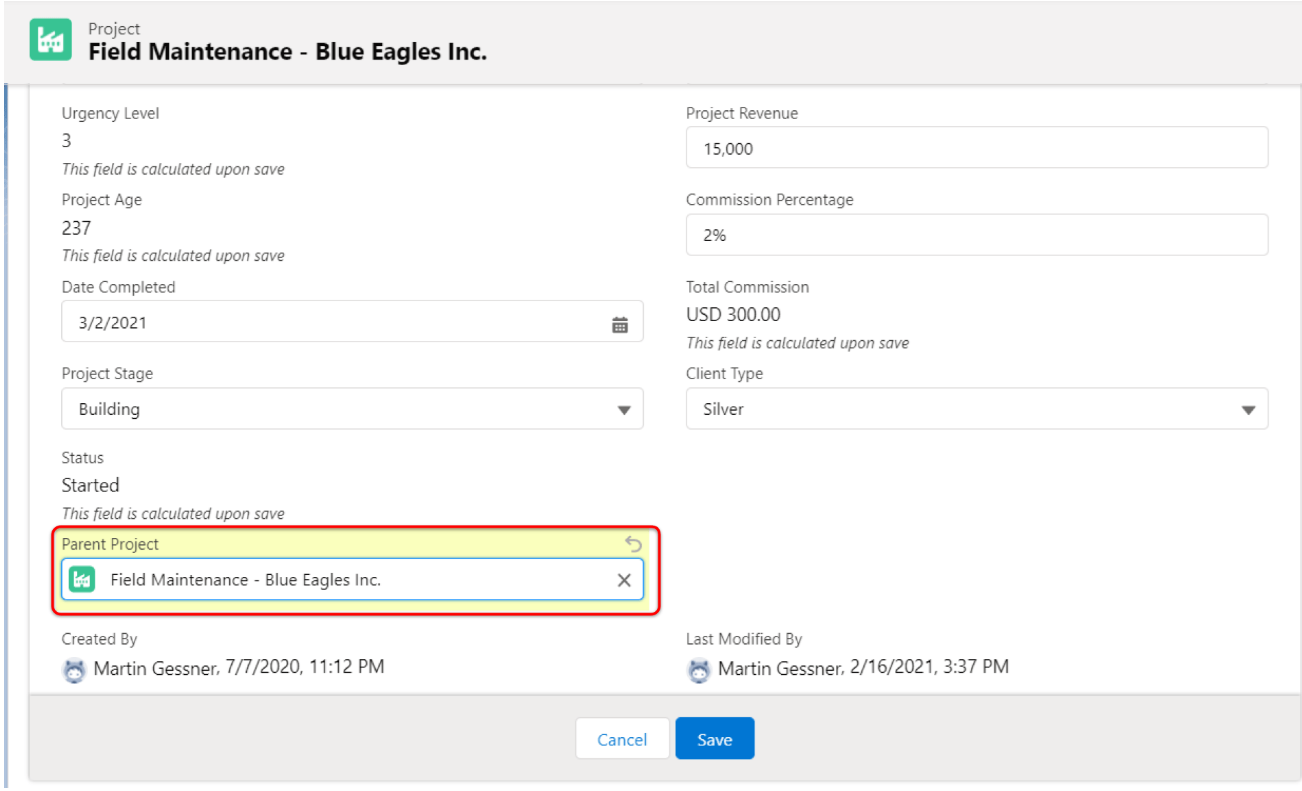
Master-detail relationships are used to closely link two different objects together such that the master record controls certain behaviors of the detail and sub-detail record. Master-detail relationships can also be used to create a many-to-many relationship between two objects. However, neither would allow a Salesforce Administrator to link the custom object with itself.

A hierarchical relationship is a special lookup relationship that is available only for the User object. It allows the use of a lookup field to associate one user with another that does not directly or indirectly refer to itself.

Salesforce Reference Link

Objective: Objects and Applications

Detailed Objective: Given a scenario, determine the appropriate solution to enhance or extend objects. (master-detail, lookup, junction object, related list, record type, schema builder, and object creator).



Take Notes

Question 10:

PROVIDE FEEDBACK

The Contact object has the organization-wide sharing default set to 'Controlled by Parent'. How is access to contact records determined?

Choose 1 answer.

- A. Access to contacts is controlled by access to the related activity records
- B. Access to contacts is controlled by the role hierarchy
- ✓ ***C. Access to contacts is controlled by access to the related account record***
- D. Access to contacts is controlled by the parent contact

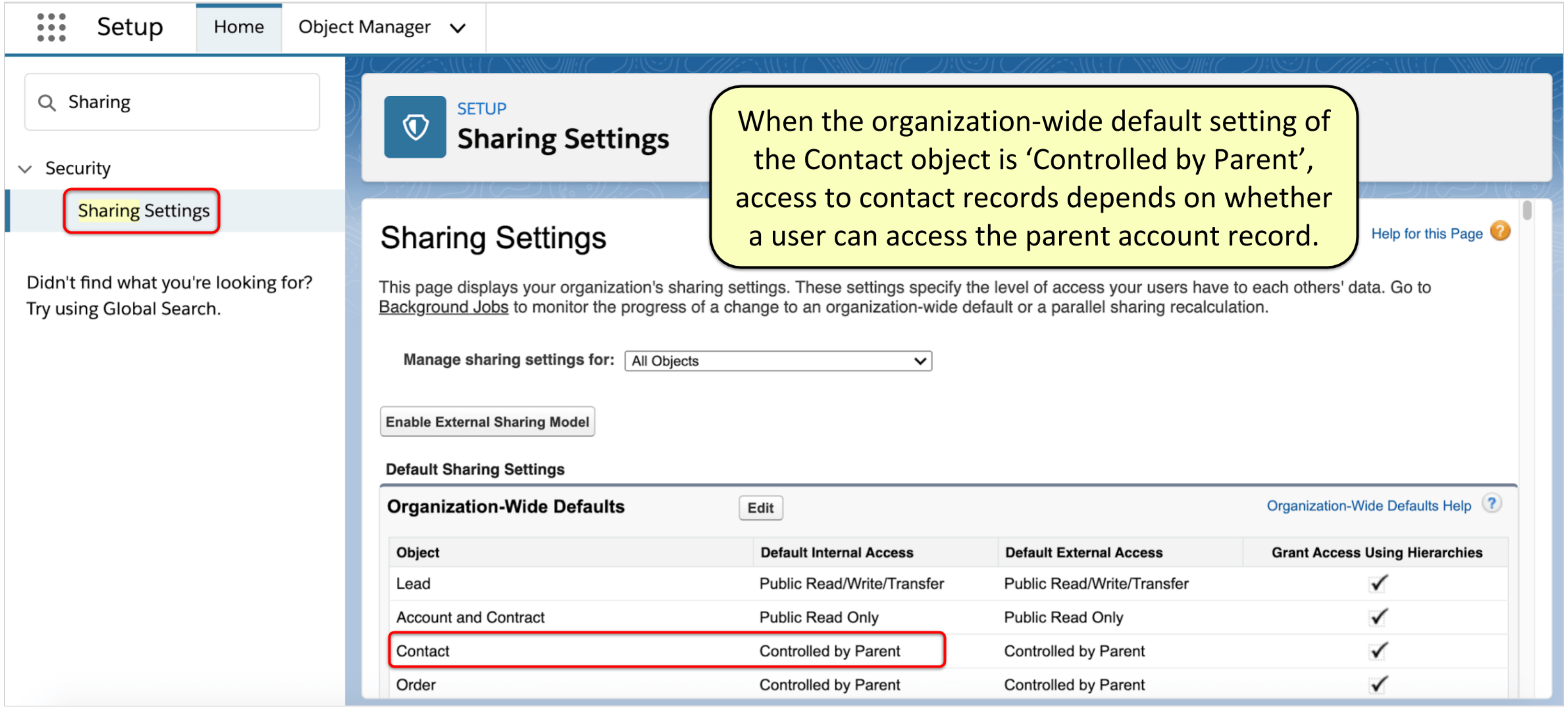
Take Notes

Correct

If the organization-wide sharing default setting for contacts is set to 'Controlled by Parent', then sharing access to contacts is controlled by access to the related account record.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Security and Access
Detailed Objective: Given a scenario, determine the implications to record and field data access



Question 11:

PROVIDE FEEDBACK

Bright Paints Inc. has assigned users from the HR and maintenance teams to the same profile. They just created a new custom object that tracks the status of new job applications, but only wants HR users to have access to this new object. How can you achieve this?

Take Notes

Choose 1 answer.

- A. Configure field-level security on the new object for the HR team
- B. Modify the standard profile currently shared by both teams
- C. Assign the HR team to a new role in the role hierarchy
- ✓ ***D. Create a custom profile for users on the HR team***

Correct

When you create users, you assign a profile to each one. Profiles define how users access objects and data, and what they can do within the application. Custom permissions give you a way to provide access to custom processes or apps. After you have created a custom permission and associated it with a process or app, you can enable the permission in profiles. In this case, only HR will be using a certain object, so it would be beneficial to create a Profile just for that particular group of users.

Salesforce Reference Link

Objective: Security and Access

Detailed Objective: Given a scenario, determine the implications to record and field data access

Take Notes

Question 12:

PROVIDE FEEDBACK

Cosmic Furniture uses Salesforce and is looking for a solution that gives sales reps the ability to nurture their prospects using consistent and predefined sales outreach activities. Which of the following are valid features of High Velocity Sales that would meet this requirement?

Choose 3 answers.

- ✓ ***A. A scheduled sequence of prospect outreach activities can be created using call scripts and email templates.***
- ✓ ***B. Sales managers and reps can add leads to a sales cadence that defines the outreach steps.***
- ✗ C. Sales reps can use the 'Work Queue' on an account record page to work on the associated leads.
- ✓ ***D. The 'My List' tab can be used by a sales rep to tackle personal, one-off activities.***
- ✗ E. The 'My Feed' tab can be accessed to view the last 180 days of engagement with prospects.

Take Notes

Incorrect

High Velocity Sales features Sales Cadence Builder, which can be used to create scheduled sequences of outreach activities called 'sales cadences'. While creating a sales cadence, the type of sales outreach step can be selected. It can be Call, Email, LinkedIn Step, Custom Step, or Wait. Both sales managers and reps can add contacts, leads, and person accounts to a sales cadence. Records can be added to a sales cadence from a record detail page, list view, or report. The 'My List' tab allows sales reps to tackle personal, one-off activities that aren't associated with sales cadences.

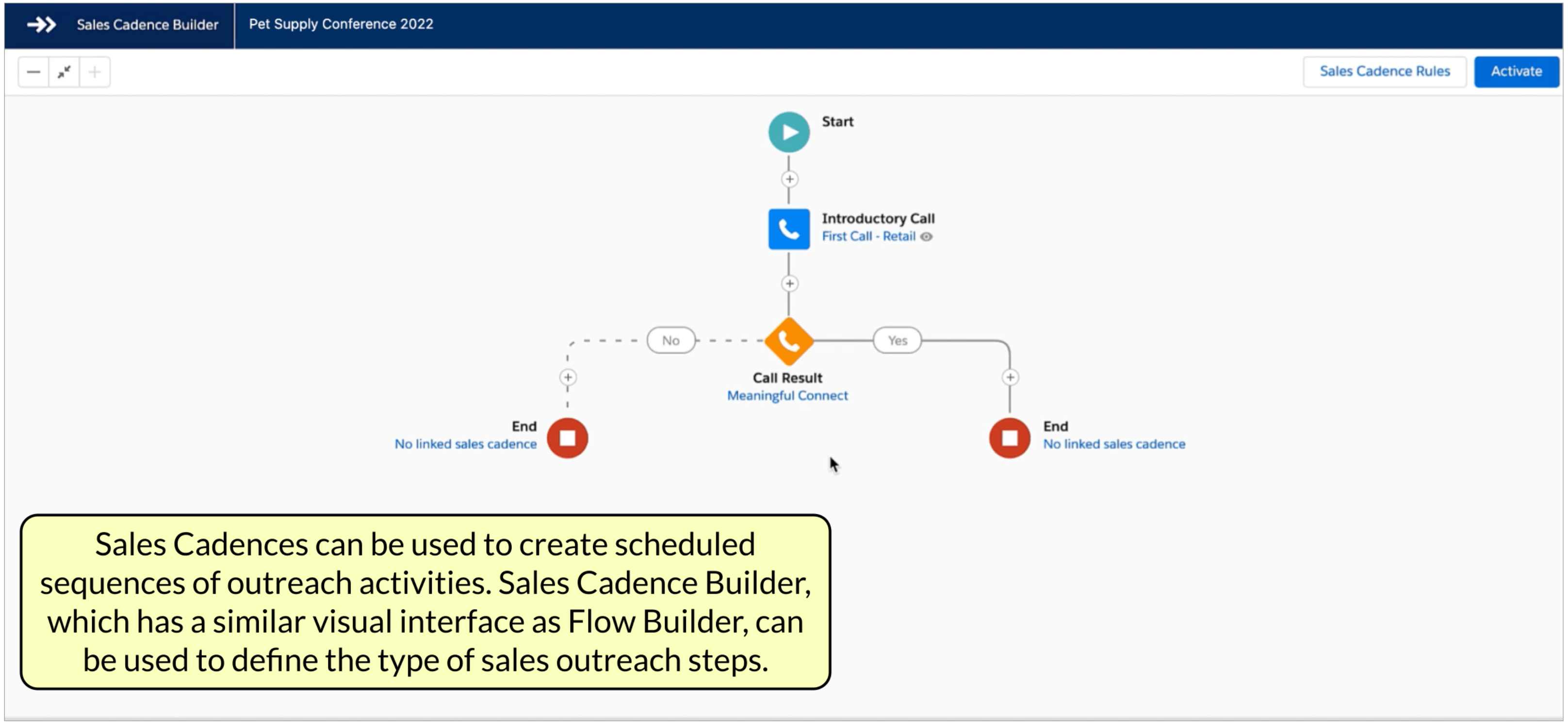
Sales reps can use the 'Work Queue' in the Lightning Sales Console to work on the assigned leads. The 'Sales Cadences' tab shows the activities defined by sales managers. The 'My Feed' tab shows the last 30 days of engagement with prospects.

Reference Link
Reference Link 2
Reference Link 3

Objective: Cloud Applications
Detailed Objective: Given a scenario, understand the standard Salesforce suite of products that enable extending the core platform.

Screenshots

Take Notes



Question 13:

PROVIDE FEEDBACK

The sales reps of Cosmic Enterprises often add personally identifiable information (PII) of customers in fields, documents, or attachments by mistake. This makes it hard to meet the company's data privacy and security obligations. The data steward is considering using

Einstein Data Detect to find sensitive data where it doesn't belong. Which of the following are capabilities of Einstein Data Detect that can help the company meet its obligations?

Choose 3 answers.

- A. Data detect policies can be defined to look for data patterns across Chatter posts created by users.
- ***B. The sensitivity of a field can be determined based on its contents.***
- C. The 'Einstein Data Detect Report' can be accessed to view the aggregated results of a completed scan.
- ***D. Data classification categories can be applied to sensitive data from the UI.***
- ***E. Salesforce privacy and security products that can help meet the requirements can be identified.***

Take Notes

Incorrect

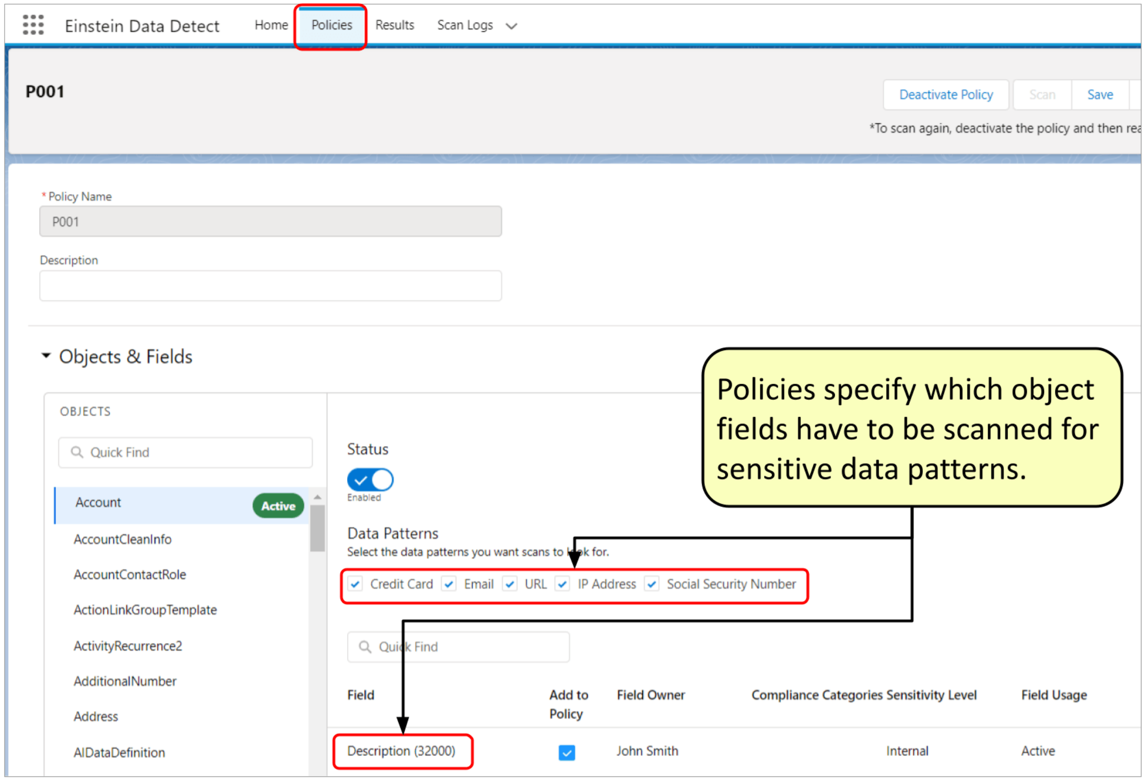
Einstein Data Detect is available as a managed package to customers who have purchased the Salesforce Shield add-on subscription. It can be used to find sensitive data in fields, attachments, and documents. It can determine the sensitivity of a field based on its contents and categorize it accurately. Data classification categories can be applied right from the UI, and privacy and security controls can be adjusted as necessary. Other Salesforce security and privacy products that can help meet security and privacy requirements can be identified. For example, detected fields can be reviewed to decide which should be encrypted using Shield Platform Encryption. Data detect policies are created to look for data patterns across the selected fields and objects. The 'Aggregate Usage Report' shows the aggregated results of all the scanned objects.

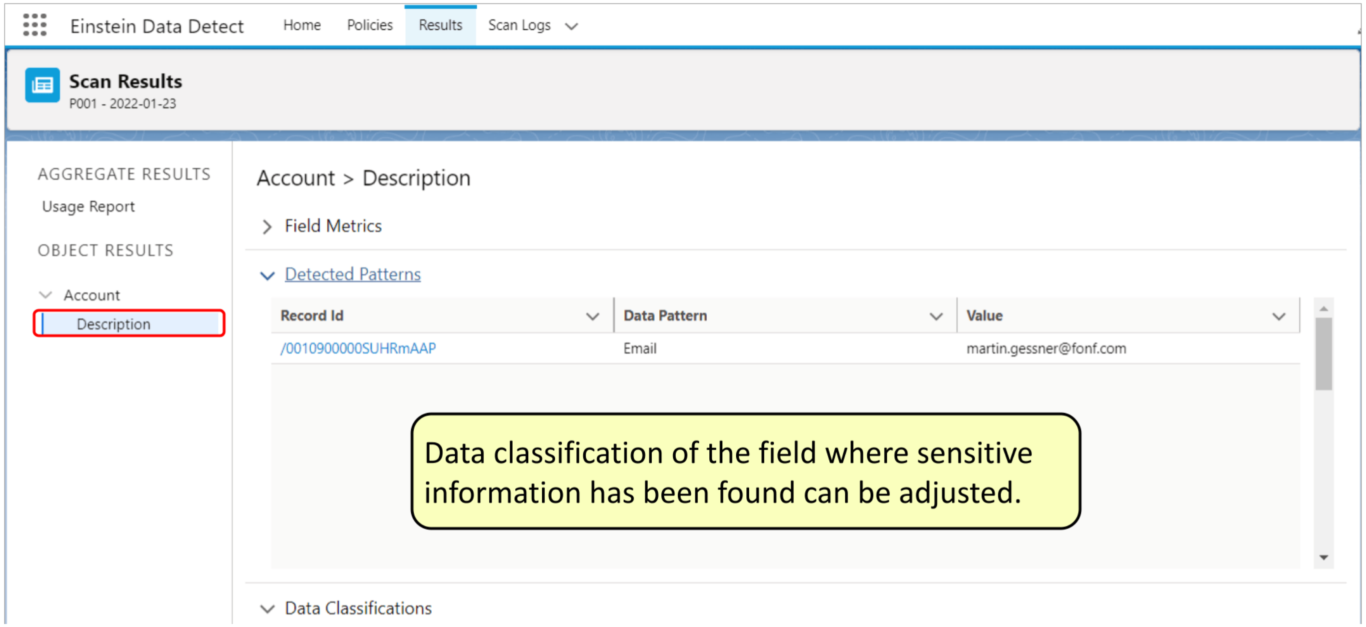
Salesforce Reference Link
Salesforce Reference Link 2

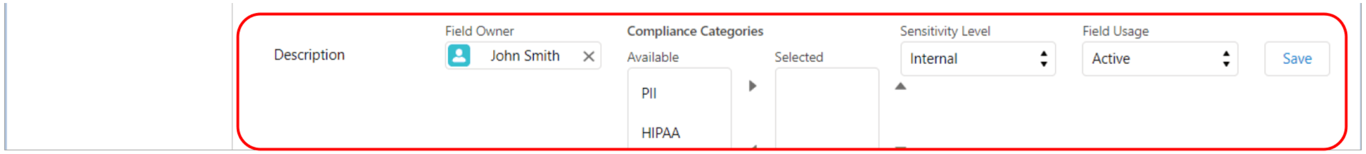
Objective: Auditing and Monitoring

Detailed Objective: Explain how to ensure sensitive data is setup to support a business/legal/compliance use case in production and sandbox environments.

Take Notes


Einstein Data Detect
Home
Policies
Results
Scan Logs
P001
Deactivate Policy
Scan
Save
*To scan again, deactivate the policy and then rea
* Policy Name
P001
Description
Objects & Fields
OBJECTS
Quick Find
Account
Active
AccountCleanInfo
AccountContactRole
ActionLinkGroupTemplate
ActivityRecurrence2
AdditionalNumber
Address
AIDataDefinition
Status
Enabled
Data Patterns
Select the data patterns you want scans to look for.
Credit Card
Email
URL
IP Address
Social Security Number
Policies specify which object fields have to be scanned for sensitive data patterns.
Quick Find
Field
Add to Policy
Field Owner
Compliance Categories
Sensitivity Level
Field Usage
Description (32000)
John Smith
Internal
Active


Einstein Data Detect
Home
Policies
Results
Scan Logs
Scan Results
P001 - 2022-01-23
AGGREGATE RESULTS
Usage Report
OBJECT RESULTS
Account
Description
Account > Description
Field Metrics
Detected Patterns
Record Id
Data Pattern
Value
/0010900000SUHRmAAP
Email
martin.gessner@fonf.com
Data classification of the field where sensitive information has been found can be adjusted.
Data Classifications



Question 14:

A Salesforce administrator is building a record-triggered flow that needs to automatically add line items to an opportunity. In addition, based on the value of a custom field on the opportunity record, the flow should update records of an external object stored on the Heroku platform. However, an error is encountered when the flow tries to create Salesforce records and update the external records in the same transaction. Which of the following should be used to resolve the issue?

Choose 1 answer.

- ✔ ***A. Update the external object's records using an asynchronous path.***
- B. Ensure that the external object's records are updated before new Salesforce records are created.
- C. Use a screen flow to run the two operations in different transactions.
- D. Enable the 'Uses External Object' option by editing the 'Start' element of the flow.

Correct

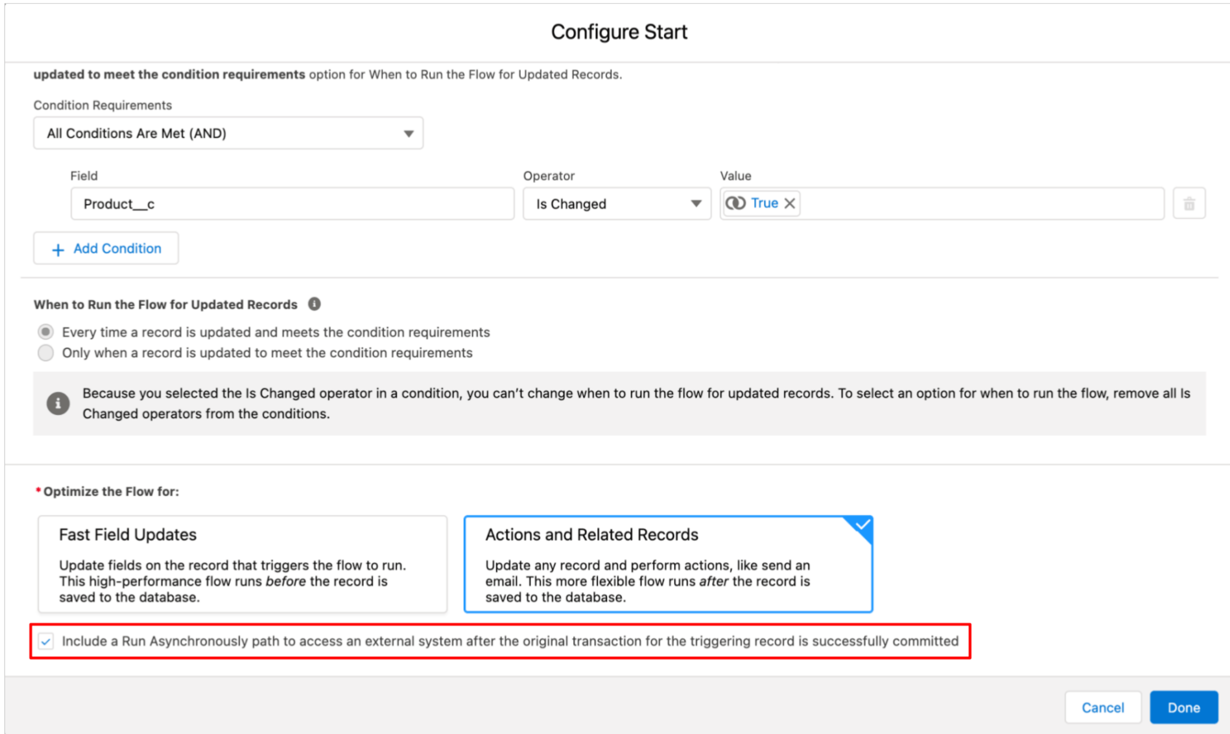
Salesforce does not allow a flow to access data in the org and data from an external system in the same transaction. In the given scenario, the external update can be performed in a different transaction by using an asynchronous path, which is a feature that is available for record-triggered flows. Operations added to an asynchronous path are performed after the original transaction in which the triggering record is successfully committed.

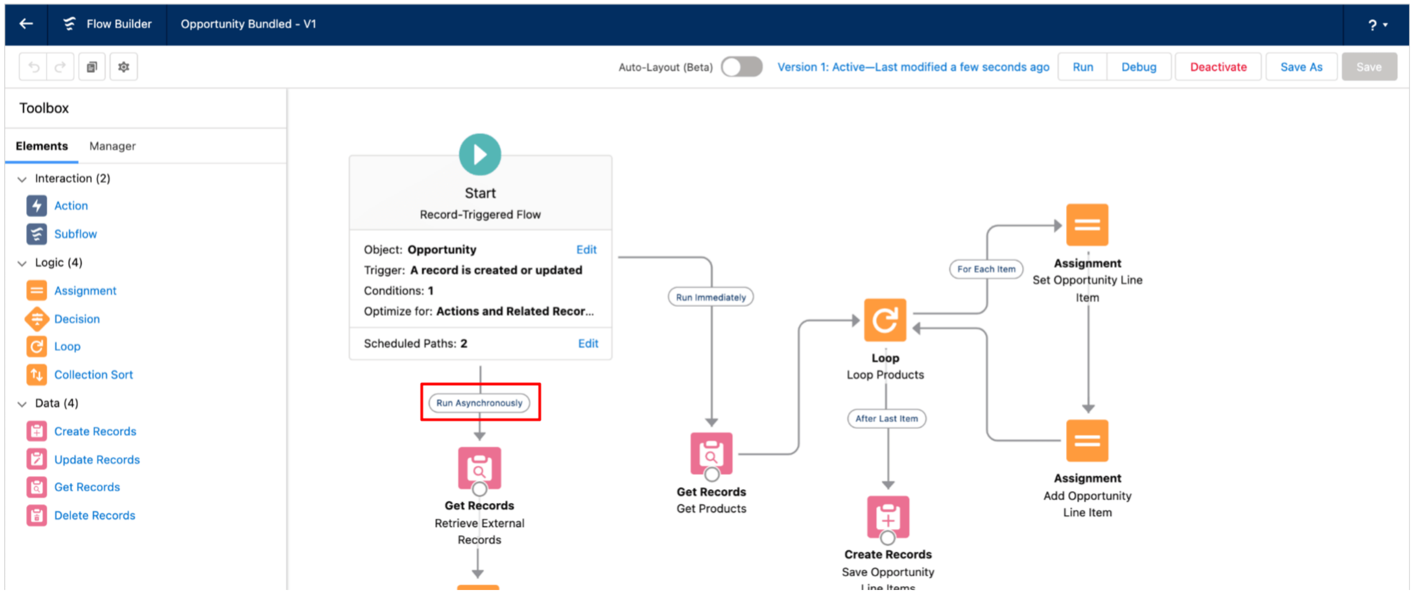
An error is encountered if the external object's records are updated in the same transaction. The 'Start' element of a record-trigger flow has no 'Uses External Object' option. Although a screen flow can be used to execute actions in different transactions, it is not necessary or recommended for this use case since the record-triggered flow already has a feature available for resolving the issue.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Process Automation
Detailed Objective: Given a complex scenario, determine the solution using the best tool, or combination of tools to solve a business problem

Take Notes


Configure Start
updated to meet the condition requirements option for When to Run the Flow for Updated Records.
Condition Requirements
All Conditions Are Met (AND)
Field
Operator
Value
Product__c
Is Changed
True
Add Condition
When to Run the Flow for Updated Records
Every time a record is updated and meets the condition requirements
Only when a record is updated to meet the condition requirements
Because you selected the Is Changed operator in a condition, you can't change when to run the flow for updated records. To select an option for when to run the flow, remove all Is Changed operators from the conditions.
*Optimize the Flow for:
Fast Field Updates
Update fields on the record that triggers the flow to run. This high-performance flow runs before the record is saved to the database.
Actions and Related Records
Update any record and perform actions, like send an email. This more flexible flow runs after the record is saved to the database.
Include a Run Asynchronously path to access an external system after the original transaction for the triggering record is successfully committed
Cancel
Done


Flow Builder
Opportunity Bundled - V1
Auto-Layout (Beta)
Version 1: Active—Last modified a few seconds ago
Run
Debug
Deactivate
Save As
Save
Toolbox
Elements
Manager
Interaction (2)
Action
Subflow
Logic (4)
Assignment
Decision
Loop
Collection Sort
Data (4)
Create Records
Update Records
Get Records
Delete Records
Start
Record-Triggered Flow
Object: Opportunity
Edit
Trigger: A record is created or updated
Conditions: 1
Optimize for: Actions and Related Recor...
Scheduled Paths: 2
Edit
Run Asynchronously
Get Records
Retrieve External Records
Run Immediately
Get Records
Get Products
Loop
Loop Products
For Each Item
After Last Item
Assignment
Set Opportunity Line Item
Assignment
Add Opportunity Line Item
Create Records
Save Opportunity

Question 15:

PROVIDE FEEDBACK

Take Notes

Cosmic Repair Solutions would like to track machines and their parts in Salesforce. Two custom objects have been created to store information about each. The Support Operations Director would also like to see the number of related parts on each machine record and be able to automatically delete the parts when the related machine is removed. Which type of relationship should be created between the two objects for this requirement?

Choose 1 answer.

- A. Lookup
- B. Hierarchical
- ✔ *C. Master-detail*
- D. Indirect lookup

Correct

A master-detail relationship can be created between two objects to allow the use of a roll-up summary field to calculate values from related records. A value can be displayed on a master record based on the values of a field on detail records. It is possible to count the number of detail records related to a master record, or calculate the sum, minimum value, or maximum value of a field on the detail records.

In this case, a master-detail relationship field can be created on the 'Part' object and a roll-up summary field can be created on the 'Machine' object to count the number of related parts and display it on each machine record. Moreover, once the master-record has been deleted, all of the detail records can also be auto-deleted in the Master-Detail relationship.

It is not possible to create a roll-up summary field by defining a lookup or indirect lookup relationship between two objects. Although when using a lookup relationship, Apex code or a combination of Flow and Process Builder can be used to count the number of related records, it is a lot simpler to create a roll-up summary field for this use case.

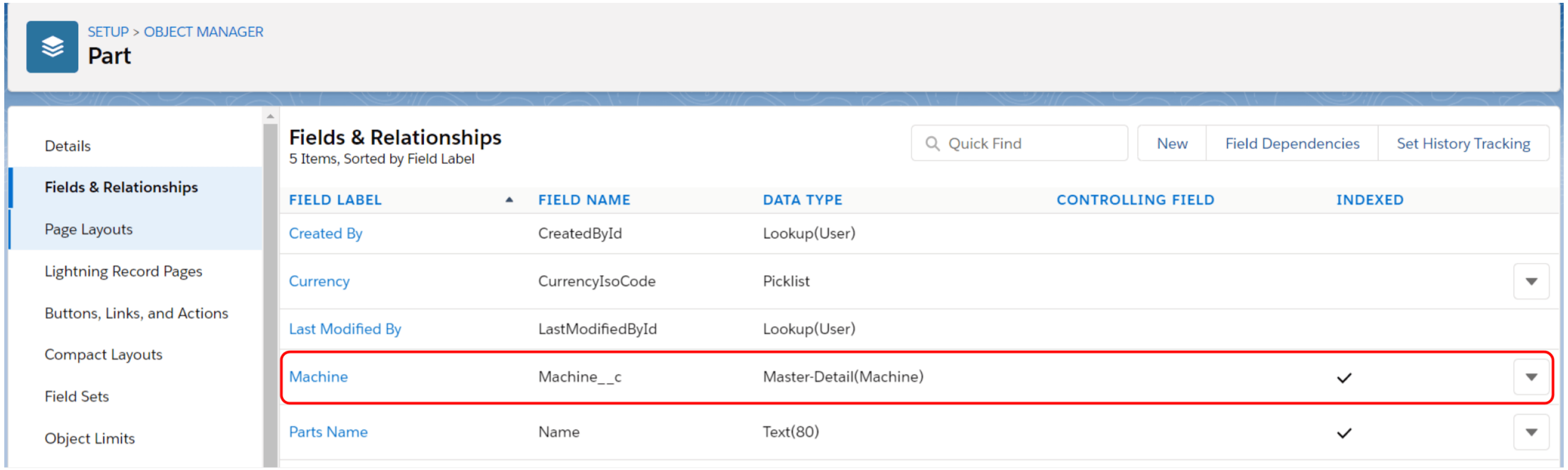
A hierarchical relationship is a special type of relationship that is available for only the User object. It lets users use a lookup field to associate one user with another that does not directly or indirectly refer to itself.

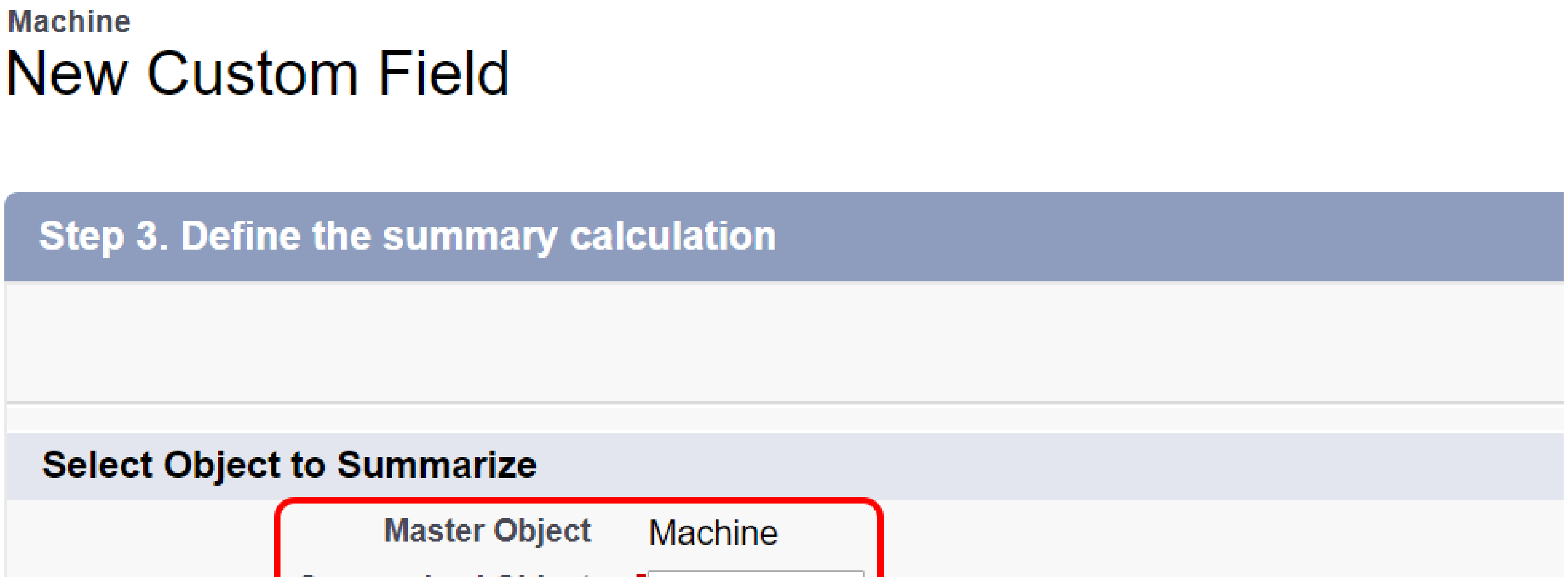
Salesforce Reference Link
Salesforce Reference Link 2

Objective: Objects and Applications
Detailed Objective: Given a scenario, determine the appropriate solution to enhance or extend objects. (master-detail, lookup, junction object, related list, record type, schema builder, and object creator).

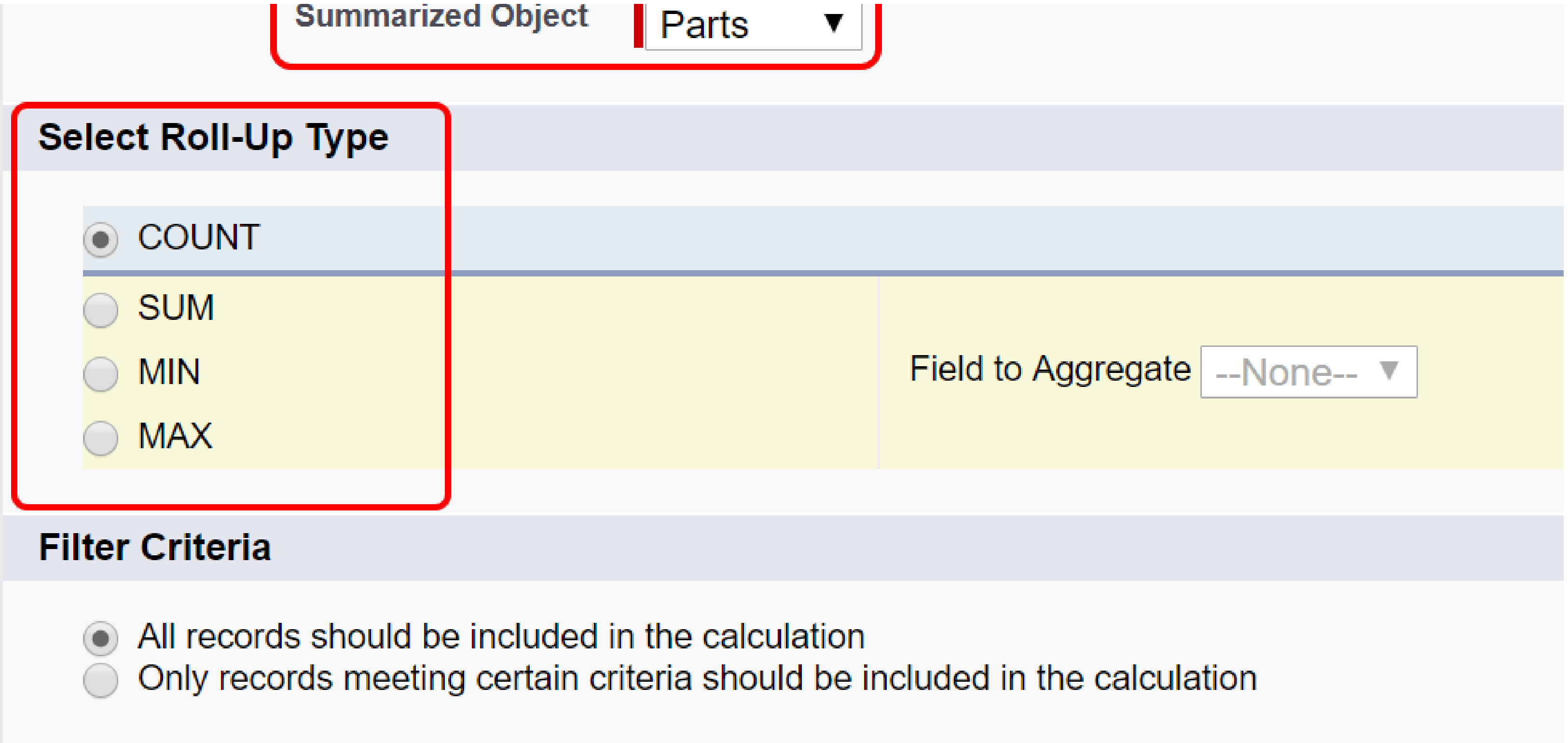
Take Notes

Take Notes

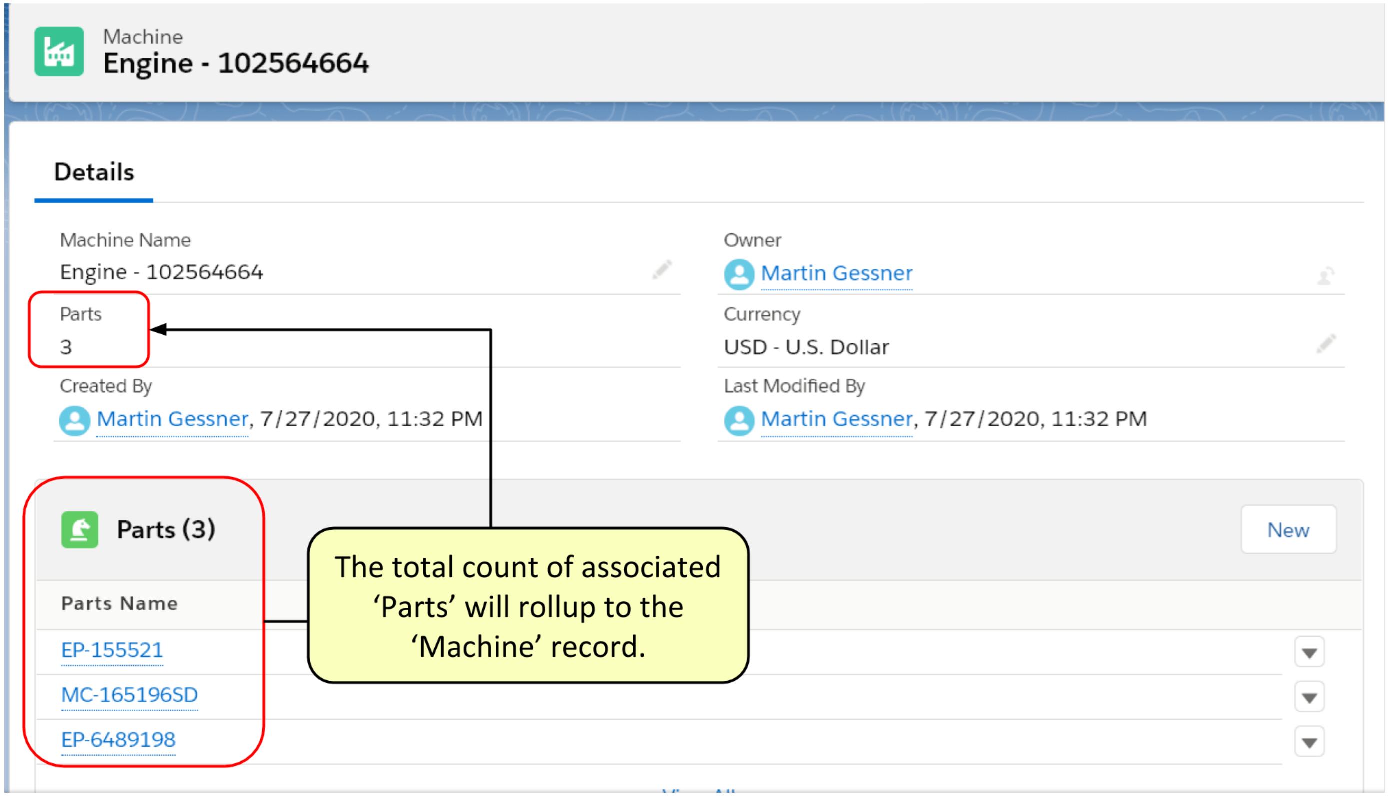

SETUP > OBJECT MANAGER
Part
Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Fields & Relationships
5 Items, Sorted by Field Label
Quick Find
New
Field Dependencies
Set History Tracking
FIELD LABEL
FIELD NAME
DATA TYPE
CONTROLLING FIELD
INDEXED
Created By
CreatedById
Lookup(User)
Currency
CurrencyIsoCode
Picklist
Last Modified By
LastModifiedById
Lookup(User)
Machine
Machine__c
Master-Detail(Machine)
Parts Name
Name
Text(80)


Machine
New Custom Field
Step 3. Define the summary calculation
Select Object to Summarize
Master Object
Machine

Take Notes


Summarized Object
Parts
Select Roll-Up Type
COUNT
SUM
MIN
MAX
Field to Aggregate
--None--
Filter Criteria
All records should be included in the calculation
Only records meeting certain criteria should be included in the calculation

Take Notes



Take Notes

Question 16:

PROVIDE FEEDBACK

The sales users of Cosmic Solutions are often required to make a lot of data-related decisions, such as defining the naming standards for different types of records and using their discretion to enter appropriate information in text fields. The data steward of the company would like to implement a data governance process that allows these decisions and any suggestions related to data quality improvement to flow to the higher levels within the organizational hierarchy. Which data governance model represents this use case?

Choose 1 answer.

A. Silo-in governance

B. Center-out governance

C. Bottom-up governance

D. Top-down governance

Take Notes

Incorrect

In the bottom-up model, governance-related decisions, such as defining the naming standards for records, are made by end users as part of their everyday responsibilities. These decisions can be adopted by the higher levels within the organization and eventually become enterprise standards.

When the top-down governance model is utilized, executive decisions flow down through the organizational hierarchy via management channels. In the center-out model, experts define the controls and protocols for establishing the data governance processes. In the silo-in governance model, representatives from multiple groups are brought together to collectively agree on the data governance policies and procedures.

Objective: Auditing and Monitoring
Detailed Objective: Explain how to ensure sensitive data is setup to support a business/legal/compliance use case in production and sandbox environments.

Question 17:

PROVIDE FEEDBACK

Take Notes

Cosmic Finance Solutions has recently switched to Lightning Experience. The Salesforce Administrator of the company would like to make use of Lightning components to enhance the user experience. Which of the following can be created using the Lightning App Builder?

Choose 3 answers.

- [ ] A. Lightning tabs
- [x] ***B. Single-page apps***
- [x] ***C. Custom record pages***
- [x] ***D. Custom home pages***
- [ ] E. Custom page layouts

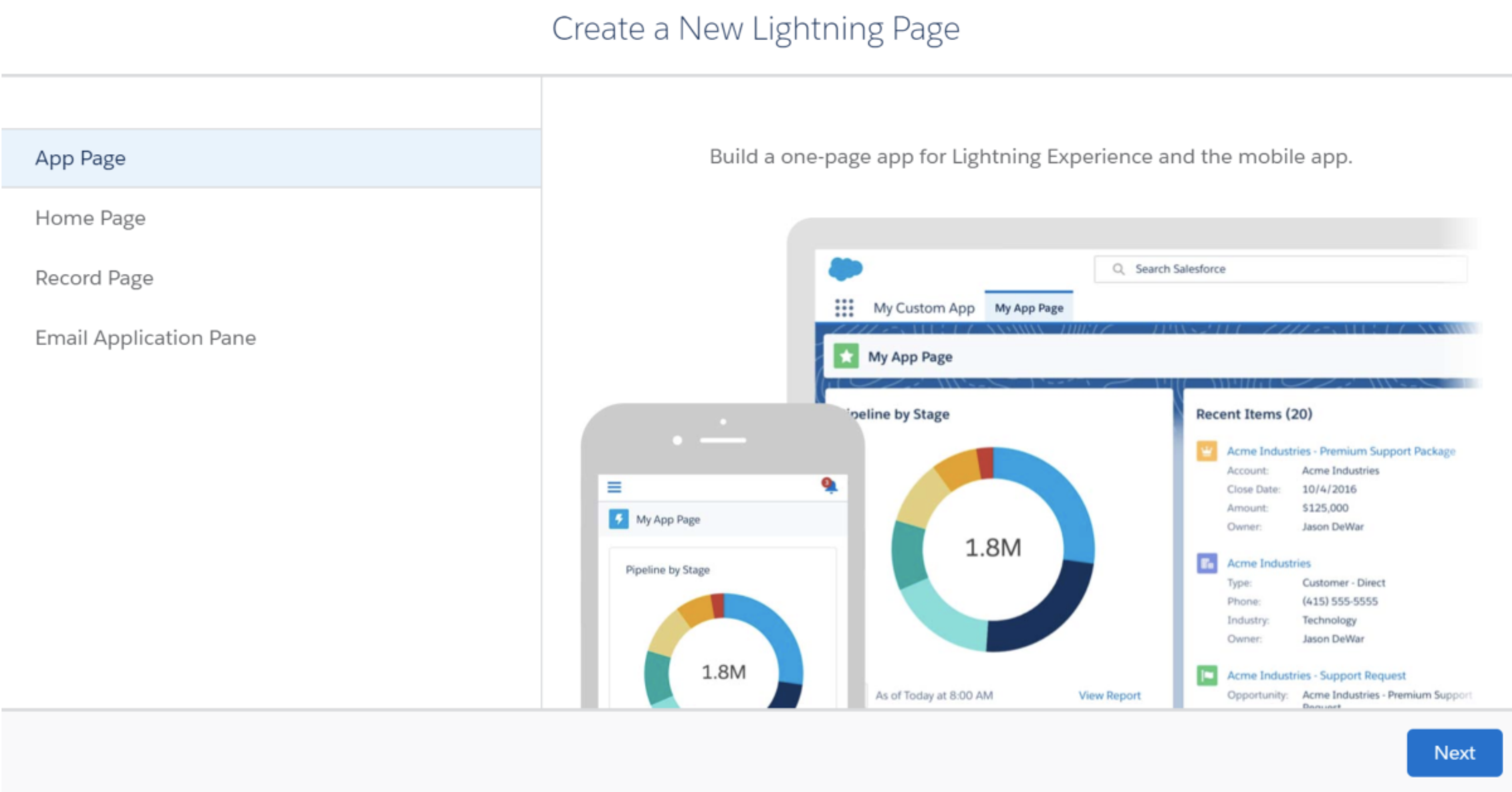
Correct

App pages, record pages, home pages, and email application panes can be built using Lightning App Builder.

Page layouts can be created in the Object Manager page of an object. Lightning tabs can be created in the Tabs page in Setup.

Salesforce Reference Link

Objective: Objects and Applications
Detailed Objective: Given a scenario, determine the appropriate solution to enhance or extend the UI/UX with applications. (app manager, lightning app builder, dynamic forms, standard lightning page components, console, and lightning page analyze button.)



Question 18:

PROVIDE FEEDBACK

Before closing a case, support agents should be able to use a flow for a customer survey. Which flow element can be used to collect customer feedback?

Take Notes

Choose 1 answer.

- A. Quick Action
- B. Assignment
- ✓ ***C. Screen***
- D. Apex Action

Correct

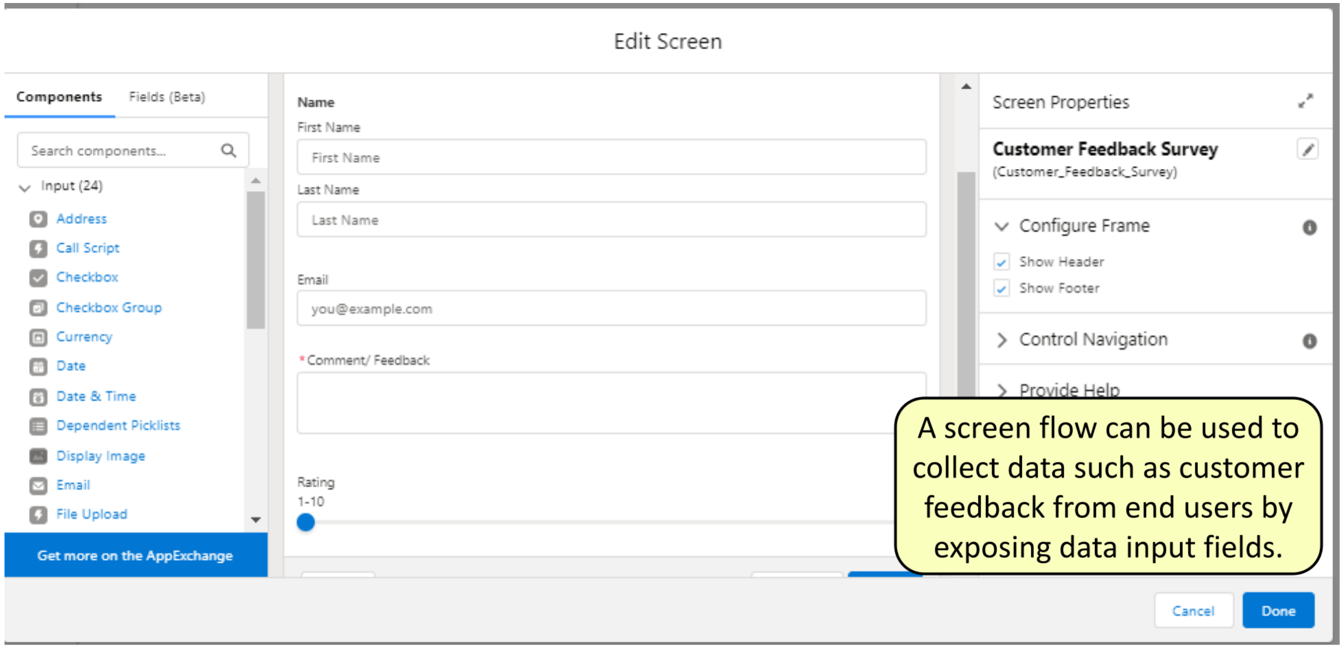
Flows are made up of elements that represent actions that the flow can execute. The 'Screen' element displays a screen to the user who is running the flow to display information to the user or collect information from the user. The 'Apex Action' element can be used to call an Apex class from the flow. The 'Assignment' element is used to set values in variables, collection variables, record variables, record collection variables, and global variables. There is no 'Quick Action' element that can be used in flows.

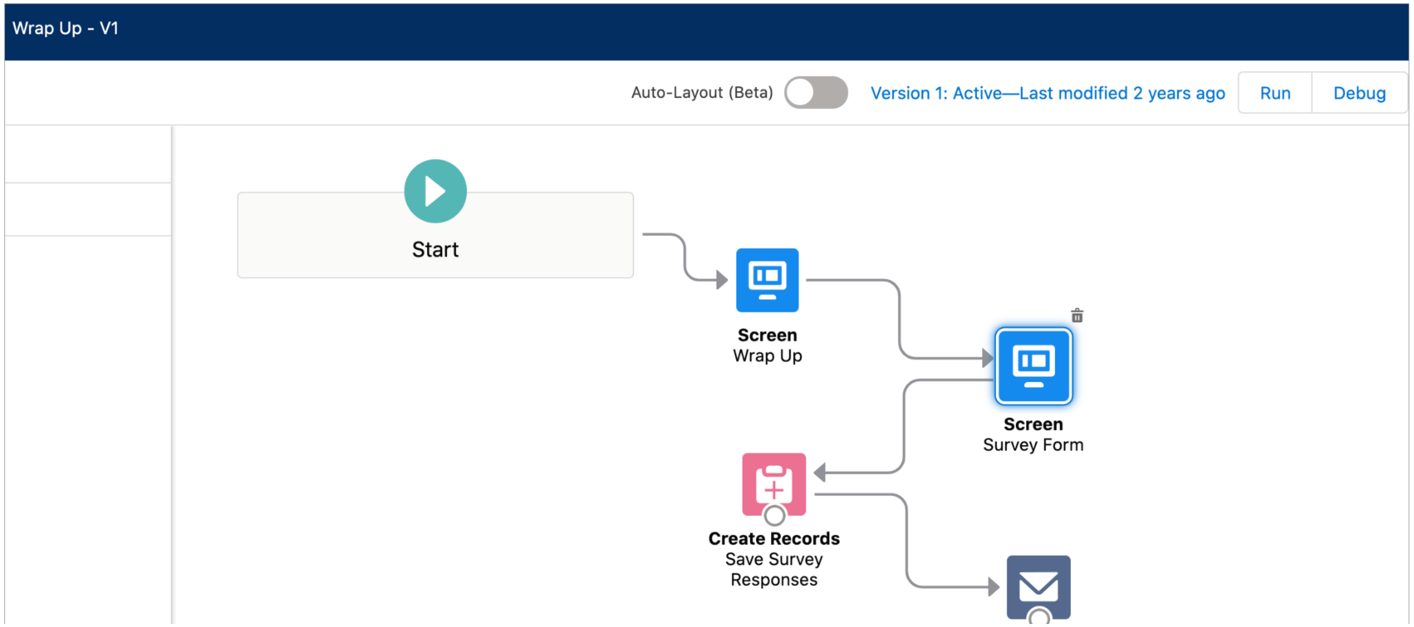
Salesforce Reference Link

Objective: Process Automation

Detailed Objective: Given a complex scenario, determine the solution using the best tool, or combination of tools to solve a business problem

Take Notes


Edit Screen
Components
Fields (Beta)
Search components...
Input (24)
Address
Call Script
Checkbox
Checkbox Group
Currency
Date
Date & Time
Dependent Picklists
Display Image
Email
File Upload
Get more on the AppExchange
Name
First Name
First Name
Last Name
Last Name
Email
you@example.com
*Comment/ Feedback
Rating
1-10
Screen Properties
Customer Feedback Survey
(Customer_Feedback_Survey)
Configure Frame
Show Header
Show Footer
Control Navigation
Provide Help
A screen flow can be used to collect data such as customer feedback from end users by exposing data input fields.
Cancel
Done


Wrap Up - V1
Auto-Layout (Beta)
Version 1: Active—Last modified 2 years ago
Run
Debug
Start
Screen
Wrap Up
Screen
Survey Form
Create Records
Save Survey Responses

Take Notes

Take Notes

Question 19:

PROVIDE FEEDBACK

The visibility and access to a set of 'Shipment' object custom fields will be deployed to the UAT Sandbox. What needs to be included in the change set to deploy field-level security settings for certain custom fields?

Choose 1 answer.

- ***A. Profiles and Custom Fields***
- B. Custom Fields and Page Layouts
- C. Profiles
- D. Custom Object, Custom Fields, and Profiles

Correct

Custom Fields and Profiles need to be included to deploy field-level security settings. It is not necessary to add the custom object to the components as the change needs only to apply in field-level security settings. Page layouts should only be included if there were related changes made to the page layout settings.

A change set cannot just contain a profile. Profiles are not officially supported as individual components in change sets. A component needs to be included. After the components have been added, the 'Add Profiles' button in the 'Profile Settings For Included Components' section of the change set can be used to add profiles.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Environment Management and Deployment
Detailed Objective: Describe the capabilities and best practices for using change sets to move metadata between environments.

Take Notes

Question 20:

PROVIDE FEEDBACK

Global Insurance has created a custom object Claim. It already contains data. A decision has now been made that it should be a detail object of another custom object Policy. How can this be accomplished?

Choose 1 answer.

A. Create a lookup relationship field on the Policy object, ensure that all records have a value in the lookup field, and then convert it to master-detail

B. Create a master-detail relationship field on the Claim object

C. Create a lookup relationship field on the Claim object, ensure that all records have a value in the lookup field, and then convert it to master-detail

D. Create a master-detail relationship field on the Policy object

Take Notes

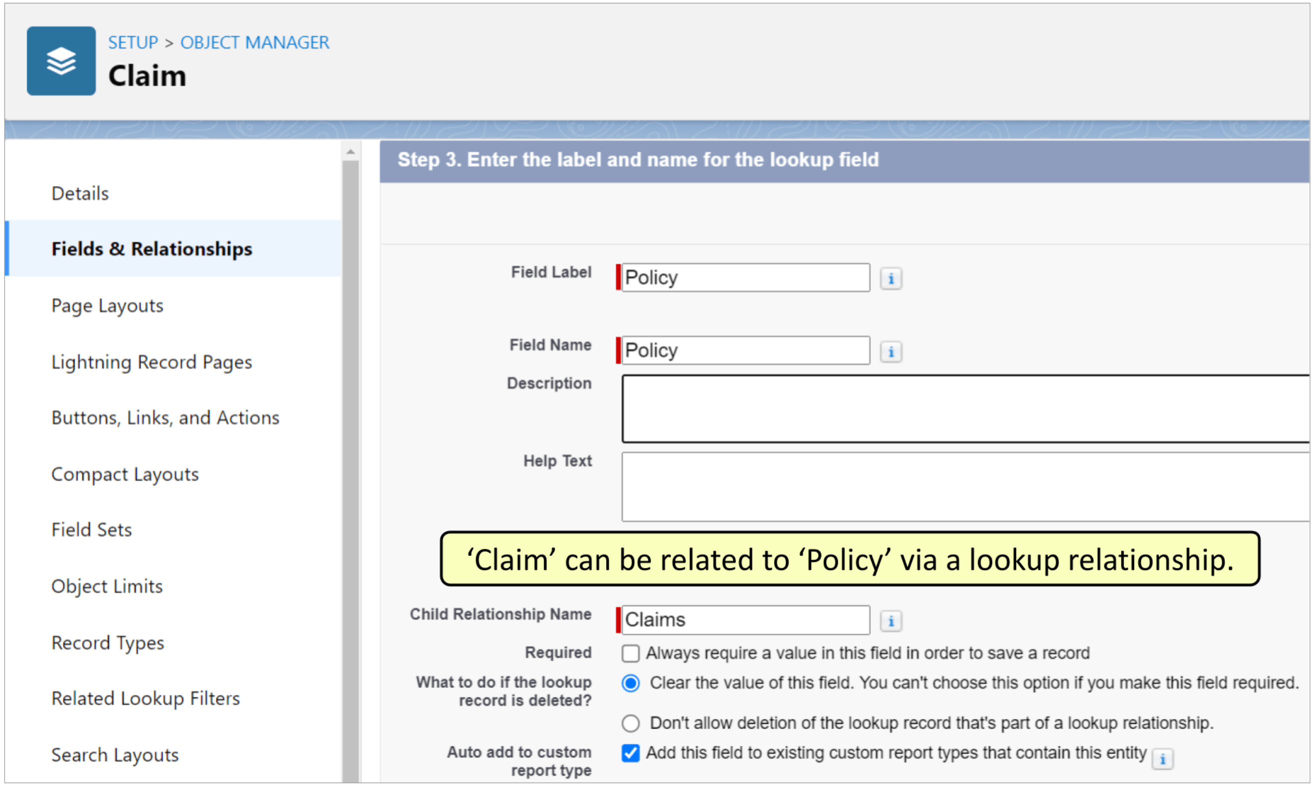
Correct

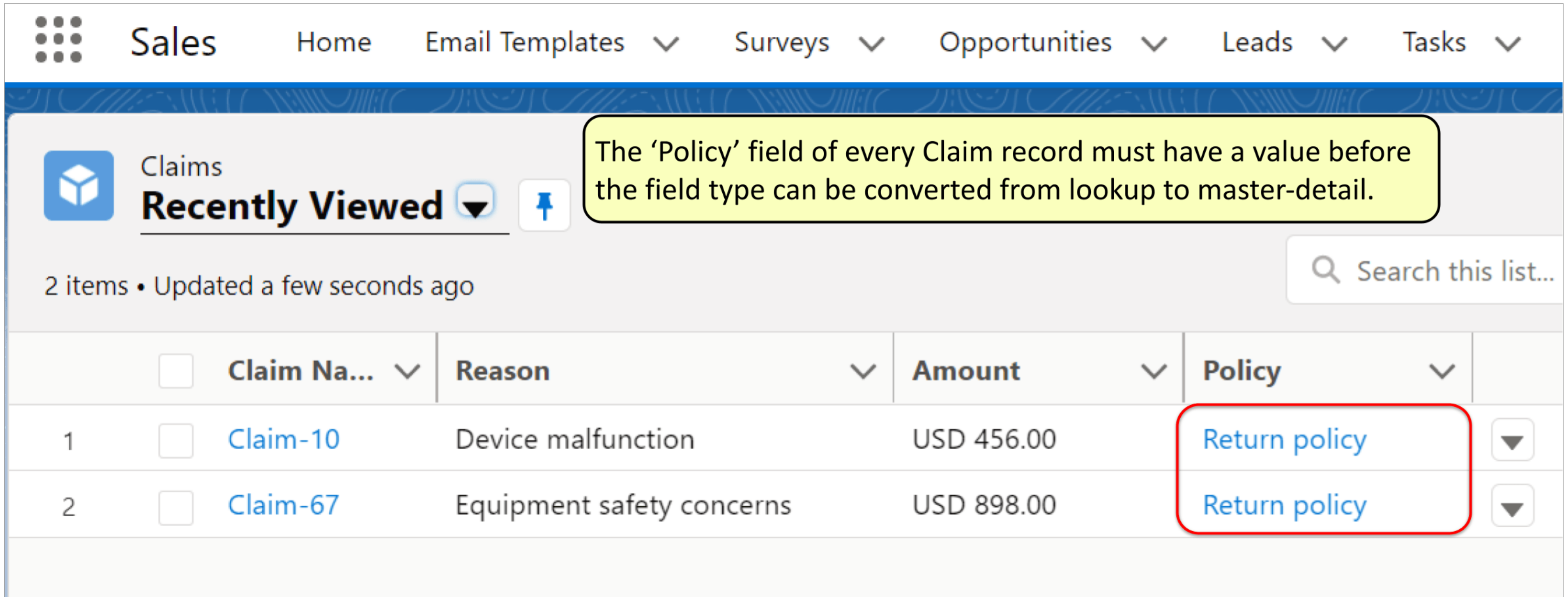
A master-detail relationship cannot be created if a custom object already contains data. A lookup relationship can be created, and when all records contain a value in the lookup field, it can be converted to a master-detail. The lookup and master-detail fields are created on the detail object.

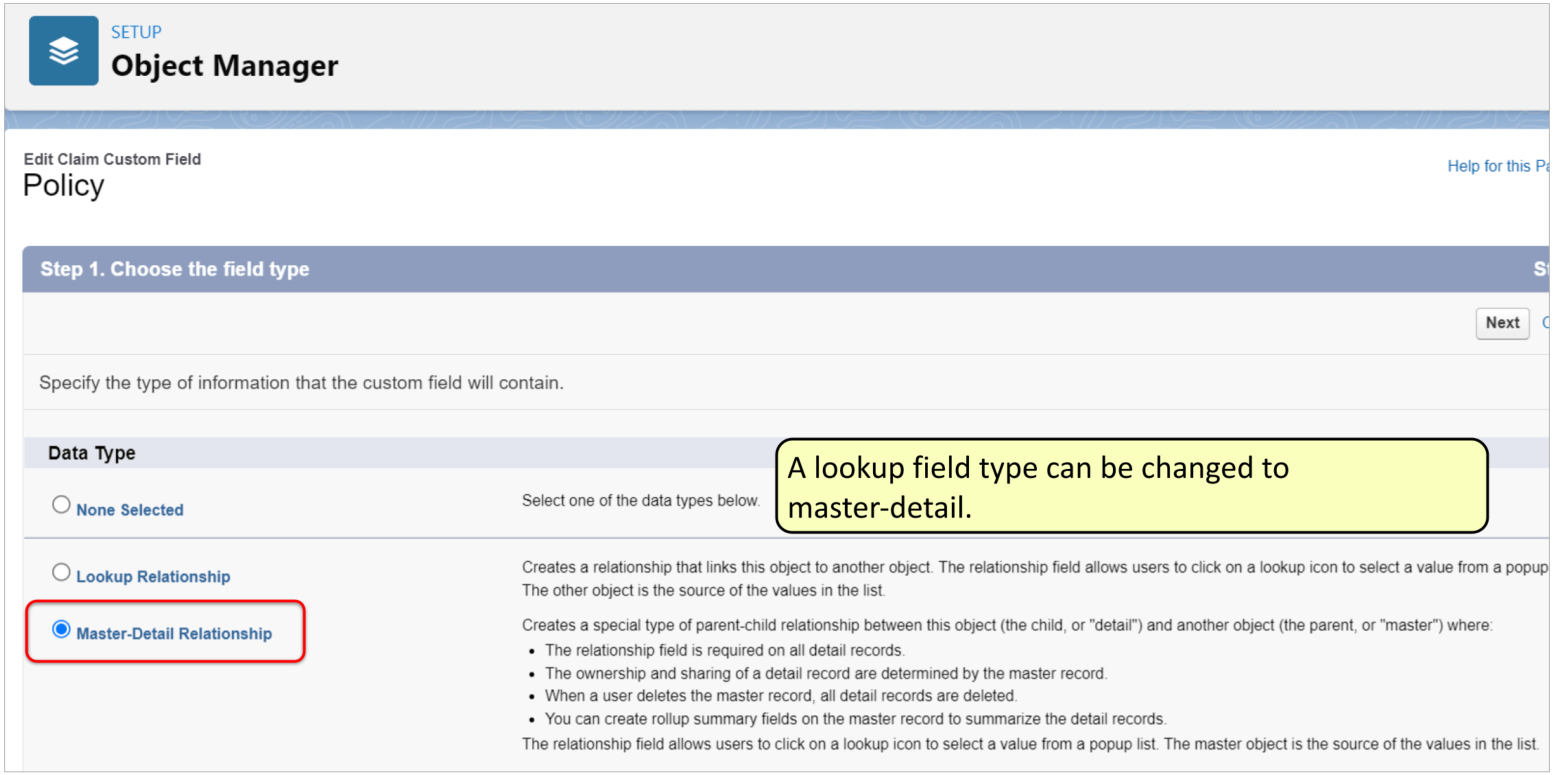
Salesforce Reference Link

Objective: Objects and Applications

Detailed Objective: Given a scenario, determine the appropriate solution to enhance or extend objects. (master-detail, lookup, junction object, related list, record type, schema builder, and object creator).


SETUP > OBJECT MANAGER
Claim
Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts
Step 3. Enter the label and name for the lookup field
Field Label
Policy
Field Name
Policy
Description
Help Text
'Claim' can be related to 'Policy' via a lookup relationship.
Child Relationship Name
Claims
Required
Always require a value in this field in order to save a record
What to do if the lookup record is deleted?
Clear the value of this field. You can't choose this option if you make this field required.
Don't allow deletion of the lookup record that's part of a lookup relationship.
Auto add to custom report type
Add this field to existing custom report types that contain this entity


Sales
Home
Email Templates
Surveys
Opportunities
Leads
Tasks
Claims
Recently Viewed
The 'Policy' field of every Claim record must have a value before the field type can be converted from lookup to master-detail.
Search this list...
2 items • Updated a few seconds ago
Claim Na...
Reason
Amount
Policy
1
Claim-10
Device malfunction
USD 456.00
Return policy
2
Claim-67
Equipment safety concerns
USD 898.00
Return policy



Take Notes

Question 21:

PROVIDE FEEDBACK

An approval process has been created on the Opportunity object to route approval requests to the manager of the submitter based on the value of the 'Manager' field on the submitter's user record. A sales representative is trying to submit an opportunity record for approval but sees an error message while doing so. What could be the possible reasons?

Choose 2 answers.

- [x] ***A. The 'Manager' field on the sales representative's user record is blank.***
- [x] ***B. The sales representative is assigned to an inactive manager.***
- [ ] C. The manager does not have access to view the opportunity.
- [ ] D. The manager has opted out of receiving approval request emails.

Correct

If the assigned manager in the 'Manager' field on a user record is inactive, then Salesforce displays an error message when the user tries to submit a record for approval to their manager. The message is also displayed when the field is blank.

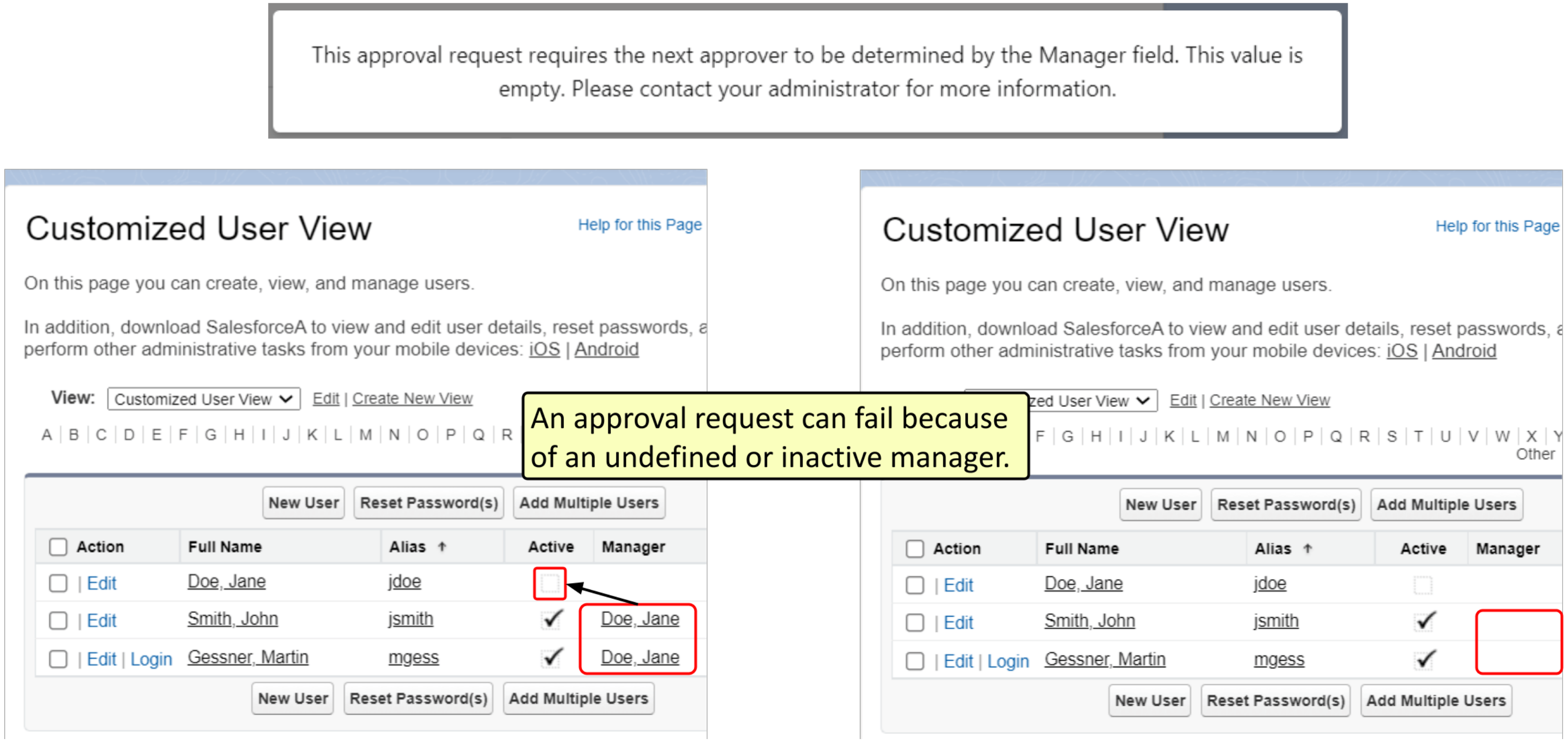
If a manager has chosen to not receive email notifications for approval requests, it does not hinder their ability to access approval requests in Salesforce, as long as they have 'Read' access to the associated record that requires their approval. Access to the opportunity record being submitted for approval would be granted through the role hierarchy. It's very likely that the manager's role is above the sales representative's role in Salesforce.

Salesforce Reference Link

Take Notes

Objective: Process Automation

Detailed Objective: Given a scenario, troubleshoot an approved process



Take Notes

Question 22:

PROVIDE FEEDBACK

A Salesforce Administrator has been asked to provide information on the number of emails sent each day to determine if it is getting close to the limit. Which of the following could assist with this task?

Choose 2 answers.

- [x] ***A. Check the number of unique Message Ids in the Email Log***
- [ ] B. Run an Activity Report and filter for Tasks of type Email because tasks are created when emails are sent from Salesforce
- [ ] C. Check the number of rows in the Email Log
- [x] ***D. Create an Email Message report type and then a report***

Correct

A count of the unique Message Ids will give the number of emails sent. A custom report type and a report can be created on the Email Message object to obtain the required email data.

Emails created from Apex may not create a task, so an Activity Report would not include all emails. There are multiple rows in the Email Log per email, so the number of rows will not give an accurate count.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Auditing and Monitoring
Detailed Objective: Given a scenario, determine the appropriate tools for monitoring and troubleshooting system

Take Notes

activity (debug log, set up audit trail).

Take Notes

Date Time	Internal Message ID	Mail Event	Recipient	Sender	Remote Host	Bytes Transferred	Salesforce.com User	Message ID Header
4/1/2016 8:06	BC/09-08306-C0C2EF65	D	admin@user.com	user@admin.com	122.98.14.30	20943	0058E000000mvTR	<V2a1_000000000000000000000000000000000000000000O4Y3V(
4/1/2016 10:38	72/69-23400-99F4EF65	R	admin@user.com	user@admin.com	10.244.83.26	8808	00520000003f5Sn	<Q8Ilv000000000000000000000000000000000000000000O4YAVI(
3/29/2016 5:51	F1/76-13930-DF71AF65	R	admin@user.com	user@admin.com	10.244.83.2	1687	00520000044IEy	<oUn0u000000000000000000000000000000000000000000O4SDM
3/29/2016 5:51	F1/76-13930-DF71AF65	D	[illegible]	[illegible]	[illegible]	[illegible]	0000044IEy	<oUn0u000000000000000000000000000000000000000000O4SDM
4/1/2016 6:37	EB/B0-23400-E271EF65	R	[illegible]	[illegible]	[illegible]	[illegible]	000003f5Sn	<Hrpdm000000000000000000000000000000000000000000O4XZP
4/1/2016 6:37	EB/B0-23400-E271EF65	D	[illegible]	[illegible]	[illegible]	[illegible]	000003f5Sn	<Hrpdm000000000000000000000000000000000000000000O4XZP
4/1/2016 7:47	32/51-49070-D872EF65	R	[illegible]	[illegible]	[illegible]	[illegible]	000000mvTR	<GRtQA000000000000000000000000000000000000000000O4Y2Z
4/1/2016 7:47	32/51-49070-D872EF65	D	[illegible]	[illegible]	[illegible]	[illegible]	000000mvTR	<GRtQA000000000000000000000000000000000000000000O4Y2Z
4/4/2016 9:28	06/9D-10743-6B332075	R	[illegible]	[illegible]	[illegible]	[illegible]	0000044IEy	<IGdCg000000000000000000000000000000000000000000O53RN
4/4/2016 9:28	06/9D-10743-6B332075	D	[illegible]	[illegible]	[illegible]	[illegible]	0000044IEy	<IGdCg000000000000000000000000000000000000000000O53RN
4/4/2016 11:45	C9/EF-38668-BC352075	R	admin@user.com	user@admin.com	10.244.83.34	1693	00520000044IEy	<Bbca3000000000000000000000000000000000000000000O53XZF
4/4/2016 11:45	C9/EF-38668-BC352075	D	admin@user.com	user@admin.com	216.251.50.7	1693	00520000044IEy	<Bbca3000000000000000000000000000000000000000000O53XZF
4/1/2016 7:42	6B/E9-23400-1762EF65	R	admin@user.com	user@admin.com	10.244.83.34	20945	0058E000000mvTR	<1REFx000000000000000000000000000000000000000000O4Y2R5
4/1/2016 7:42	6B/E9-23400-1762EF65	D	admin@user.com	user@admin.com	122.98.14.30	20945	0058E000000mvTR	<1REFx000000000000000000000000000000000000000000O4Y2R5
4/1/2016 6:59	7B/D2-49070-D4C1EF65	R	admin@user.com	user@admin.com	10.244.83.42	20949	0058E000000mvTR	<C1Pcx000000000000000000000000000000000000000000O4Y0R1
4/1/2016 6:59	7B/D2-49070-D4C1EF65	D	admin@user.com	user@admin.com	216.251.50.7	20949	0058E000000mvTR	<C1Pcx000000000000000000000000000000000000000000O4Y0R1
4/1/2016 7:43	EE/DC-49070-DA62EF65	R	admin@user.com	user@admin.com	10.244.83.10	20949	0058E000000mvTR	<6OMQn000000000000000000000000000000000000000000O4Y2
4/1/2016 7:43	EE/DC-49070-DA62EF65	D	admin@user.com	user@admin.com	122.98.14.30	20949	0058E000000mvTR	<6OMQn000000000000000000000000000000000000000000O4Y2
3/29/2016 5:49	E8/A9-13693-F771AF65	R	admin@user.com	user@admin.com	10.244.83.18	1695	00520000044IEy	<ZX4Sq000000000000000000000000000000000000000000O4SDJ3
3/29/2016 5:49	E8/A9-13693-F771AF65	D	admin@user.com	user@admin.com	216.251.50.7	1695	00520000044IEy	<ZX4Sq000000000000000000000000000000000000000000O4SDJ3
3/29/2016 6:23	C4/FA-21884-A4F1AF65	R	admin@user.com	user@admin.com	10.244.83.58	3346	0052000004B9A4	<N67YN000000000000000000000000000000000000000000O4SF2I

A count of the unique Message IDs will give the number of emails sent. It can then be sorted by day to check how many emails were sent per day.

Report: Email Activity

Sales Team Email Activity Report

This is an example of a report using an Email Message Custom Report Type.

Total Records	Total Bounced?
8	0

Status ↑	Subject	From Address	To Address	Bounced?	Last Opened	First Opened
Replied (1)	Sample Case Response [ref:_00D2w2kxPv._5002w2rzXJ:ref]	belgarjobelle@gmail.com	lboyle@uog.com	☐	-	-
Subtotal				0		
Sent (7)	Sample Case Response [ref:_00D2w2kxPv._5002w2rzXJ:ref]	belgarjobelle@gmail.com	lboyle@uog.com	☐	-	-
	Typo in promotional email	noreply@salesforce.com	nadp@stores.com	☐	-	-
	Typo remedy	noreply@salesforce.com	nadp@stores.com	☐	-	-
	Your refund is being processed	noreply@salesforce.com	jdoe@home.com	☐	-	-
	Awaiting your replyd	noreply@salesforce.com	jdoe@home.com	☐	-	-
	Small batch recall	noreply@salesforce.com	bsom@source.com	☐	-	-
	Disregard prior email	noreply@salesforce.com	bsom@source.com	☐	-	-
Subtotal				0		
Total (8)				0		

Question 23:

PROVIDE FEEDBACK

Take Notes

Cosmic Picture Framers have a large customer database, stored in Salesforce, going back many years. They would now like to archive customer information where a customer's last interaction with them was more than 5 years ago. The use of big objects has been suggested due to the volume of records, but there may be some further decisions required if this approach is to be implemented. Which of the following statements is correct in terms of what the company needs to consider?

Choose 1 answer.

A. Record values in picklist field types from the original records will need to be inserted as text fields in a big object.

B. The big object standard field Name is required, so whatever field is identified for mapping from the source data, all records must have a value.

C. Encrypted text fields are supported and can be directly mapped to the equivalent big object encrypted text field.

D. Record values in URL field types from the original records will need to be inserted as text fields in a big object.

Correct

Big objects only have available a subset of custom field types that are available for a regular sObject. Picklist and multi-select picklist fields are not supported, so if the data from these fields is to be inserted into a big object field, it would need to be inserted as text. URL field type is a permitted big object field type, so no conversion is required. Encrypted fields are not supported, and will be displayed in plain text if inserted into a big object. Big objects do not have any standard fields available at all, all fields are custom fields, so there is no standard, required Name field.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Data and Analytics Management
Detailed Objective: Understand methods to connect to, access, backup/restore, or archive data outside of the Salesforce platform. (big objects, data warehouse, external objects, data lakes, third-party solutions, and Salesforce Connect).

Take Notes

Question 24:

PROVIDE FEEDBACK

A new Opportunity record type has just been created for the Salesforce org of Bright Paints Inc. Sales users are complaining that they cannot select the new record type when they create new Opportunity records. What could be the root cause of this problem?

Choose 2 answers.

- [x] ***A. The record type has not been added to the 'Sales User' profile***
- [x] ***B. The record type has not been activated***
- [ ] C. The record type has not been set as the default record type
- [ ] D. The record type does not have an associated page layout

Take Notes

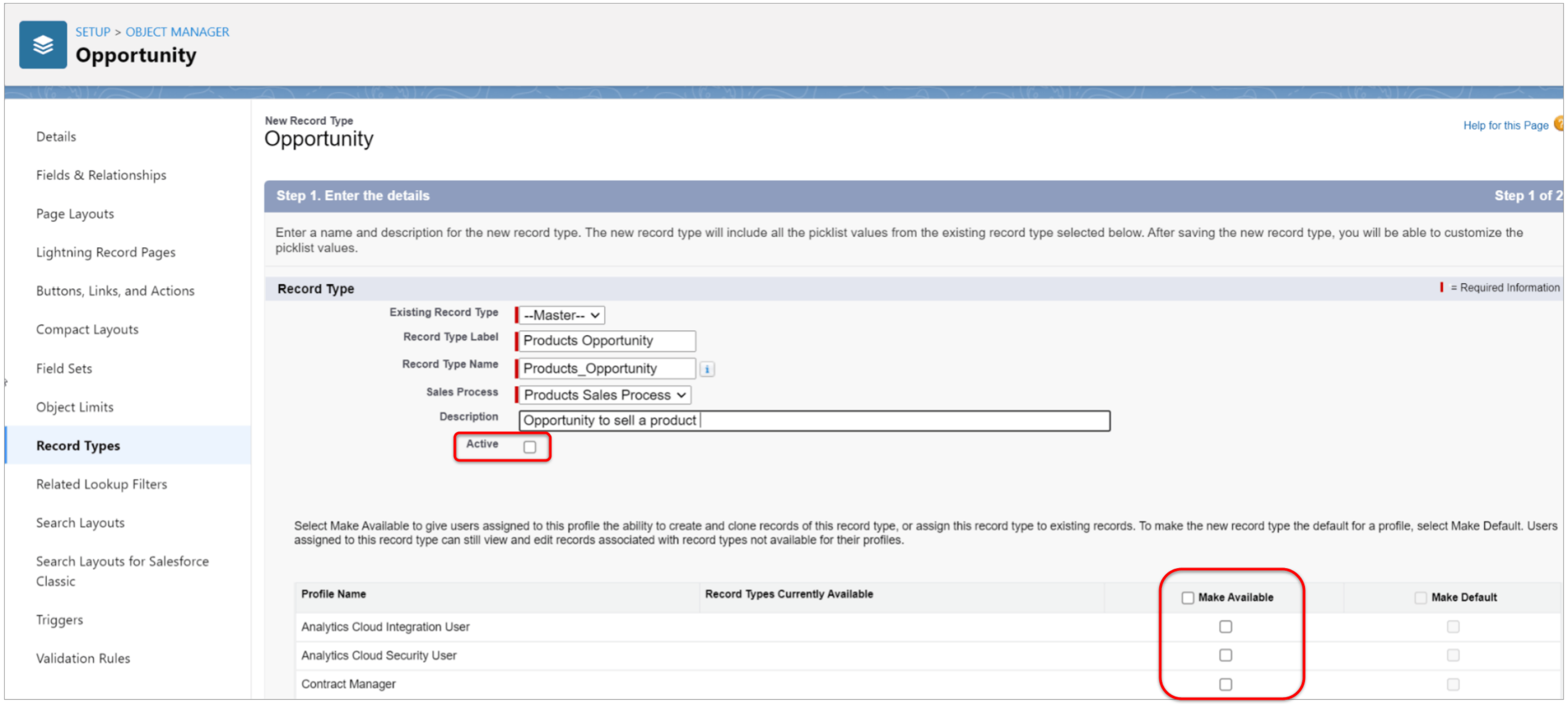
Correct

Record types allow different business processes, picklist values, and page layouts to be shown to different users. To create an Opportunity record type, a business process must be associated with the record type, the 'Active' checkbox must be enabled to activate the record type, and then the 'Make Available' checkbox next to a profile must be enabled to make the record type available to users with that profile.

Salesforce Reference Link

Objective: Security and Access

Detailed Objective: Given a scenario, determine the implications to record and field data access



Take Notes

Question 25:

PROVIDE FEEDBACK

Global Networks sells products for which customers can pay installments for 12 months once they have received the product. What type of product schedule best suits this scenario?

Choose 1 answer.

A. Quantity schedule

B. Revenue schedule

C. Revenue and Quantity schedule

D. Payment schedule

Correct

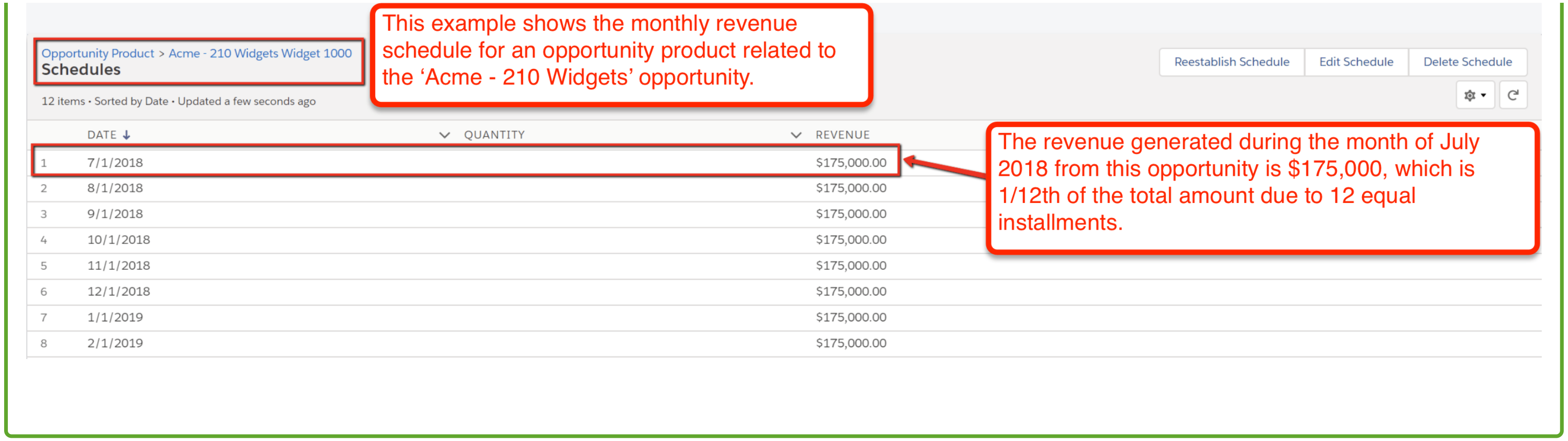
A revenue schedule is suitable if customers make regular payments but receive the product once. The dates, amounts, and number of installments for payments are defined in a revenue schedule.

Salesforce Reference Link

Objective: Cloud Applications

Detailed Objective: Describe the features of Salesforce which enable Sales users to conduct the sale process, including products, price books, schedules, orders, and quotes

Take Notes



Question 26:

PROVIDE FEEDBACK

There is a requirement as part of the Service Level Agreement (SLA) to update the customer every day at 10am on the status of the case until the case is resolved. What feature of entitlements could assist with this?

Choose 1 answer.

A. Milestone with Multiple Recurrence Type

B. Milestone with Daily Recurrence Type

✔ ***C. Milestone with Sequential Recurrence Type***

D. Milestone with Independent Recurrence Type

Correct

Sequential recurring milestones have a start time that is based on the Target Date of the preceding occurrence of the milestone, whereas Independent recurs milestones always use the current time as the Start Date, so if the previous milestone was completed late, the next day's milestone target date would be past 10am.

Salesforce Reference Link

Objective: Cloud Applications

Detailed Objective: Explain how to create and maintain service entitlements and entitlement processes.

Take Notes

Question 27:

PROVIDE FEEDBACK

Orbit Solutions has reached their Salesforce data storage limit and is looking to free up some space in order to not buy additional storage. In the meantime, the Salesforce Administrator would like to archive old inactive Contact records to make space for new contacts. What is the most efficient way to achieve this?

Choose 1 answer.

A. Create a Contact Report, export the data, and then manually delete the records

B. Use Data Loader or create a report to export the data, and then use Data Loader to delete the data

C. Use the Data Import Wizard to export and delete the data in one step

D. Use a third-party tool such as Informatica Cloud

Correct

The most efficient way to achieve this is to export the data (either by creating a report or by using Data Loader) and include the Contact IDs. This can then be used as the input file to Data Loader to delete the same records. Data can be exported from Salesforce via Data Loader, Reports, or Data Export Service.

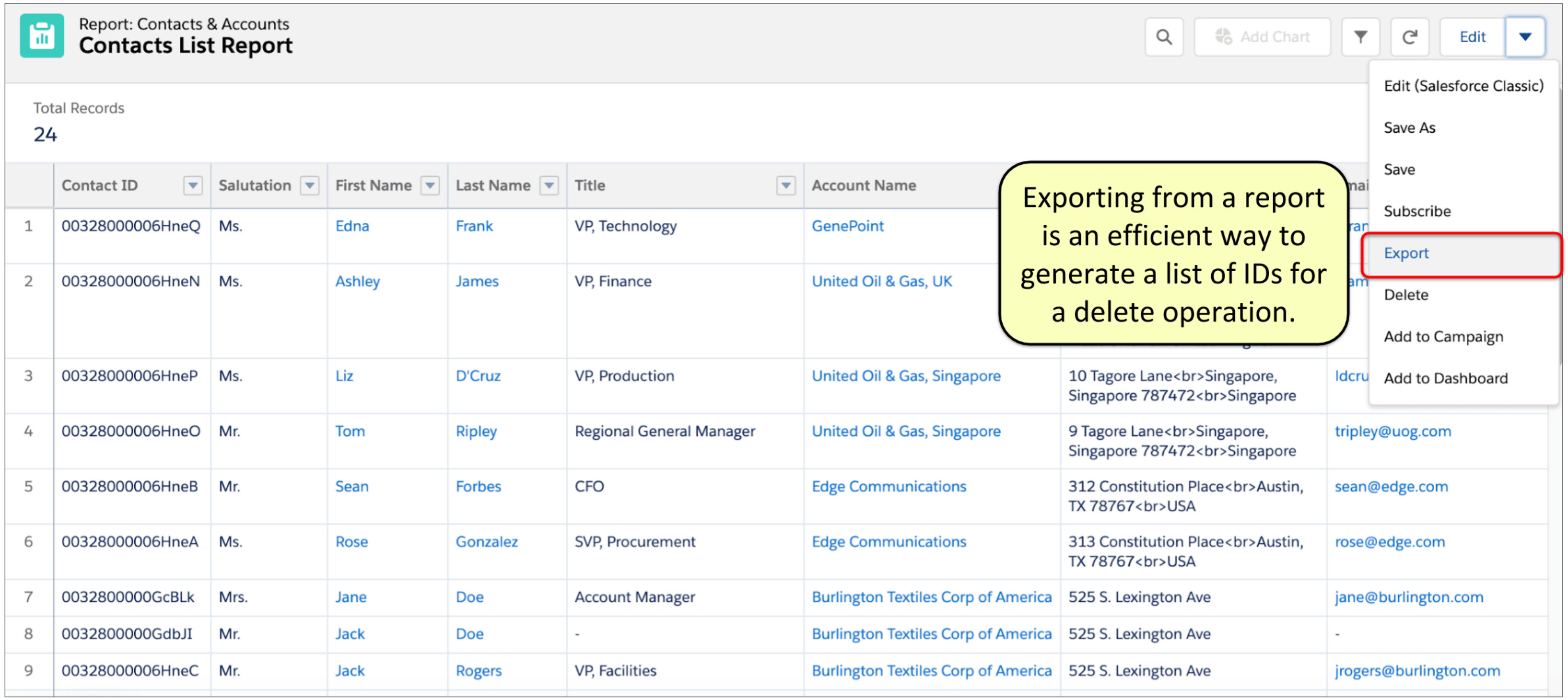
Although a Contact Report can be created and exported, manually deleting the records is not going to be efficient.

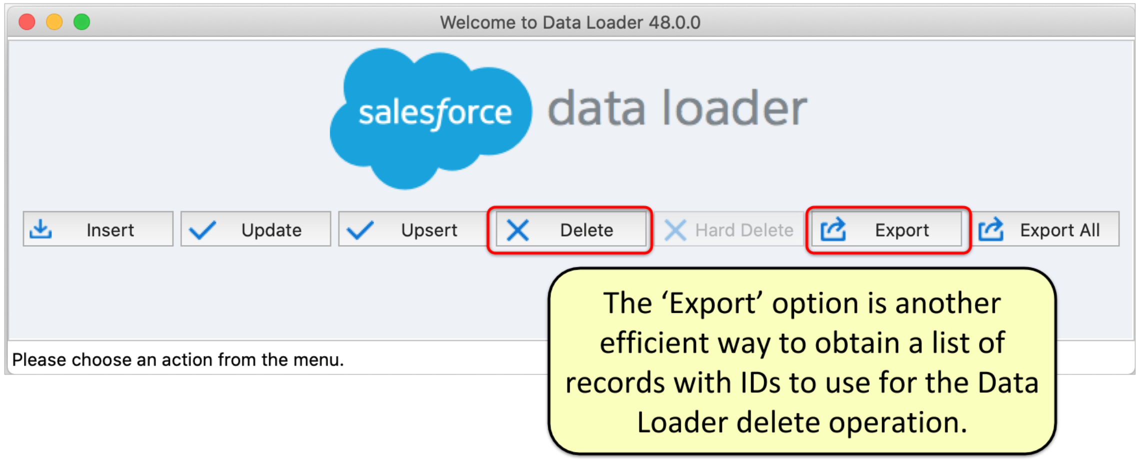
Reference Link

Objective: Data and Analytics Management
Detailed Objective: Given a scenario, identify the appropriate tools and methods for importing data into Salesforce. (data import wizard, data loader, and external ID).

Screenshots

Take Notes


Report: Contacts & Accounts
Contacts List Report
Add Chart
Edit
Edit (Salesforce Classic)
Save As
Save
Subscribe
Export
Delete
Add to Campaign
Add to Dashboard
Total Records
24
Contact ID
Salutation
First Name
Last Name
Title
Account Name
1 00328000006HneQ Ms. Edna Frank VP, Technology GenePoint
2 00328000006HneN Ms. Ashley James VP, Finance United Oil & Gas, UK
3 00328000006HneP Ms. Liz D'Cruz VP, Production United Oil & Gas, Singapore 10 Tagore Lane
Singapore, Singapore 787472
Singapore
4 00328000006HneO Mr. Tom Ripley Regional General Manager United Oil & Gas, Singapore 9 Tagore Lane
Singapore, Singapore 787472
Singapore tripley@uog.com
5 00328000006HneB Mr. Sean Forbes CFO Edge Communications 312 Constitution Place
Austin, TX 78767
USA sean@edge.com
6 00328000006HneA Ms. Rose Gonzalez SVP, Procurement Edge Communications 313 Constitution Place
Austin, TX 78767
USA rose@edge.com
7 0032800000GcBLk Mrs. Jane Doe Account Manager Burlington Textiles Corp of America 525 S. Lexington Ave jane@burlington.com
8 0032800000GdbJI Mr. Jack Doe - Burlington Textiles Corp of America 525 S. Lexington Ave -
9 00328000006HneC Mr. Jack Rogers VP, Facilities Burlington Textiles Corp of America 525 S. Lexington Ave jrogers@burlington.com
Exporting from a report is an efficient way to generate a list of IDs for a delete operation.


Welcome to Data Loader 48.0.0
salesforce data loader
Insert
Update
Upsert
Delete
Hard Delete
Export
Export All
Please choose an action from the menu.
The 'Export' option is another efficient way to obtain a list of records with IDs to use for the Data Loader delete operation.

Take Notes

Question 28:

PROVIDE FEEDBACK

The Salesforce Administrator of Cosmic Solutions has been asked to troubleshoot an approval process that was created to meet the requirement of approving a new account request when the number of employees in the new account is greater than 500 and the account type = 'Prospect'. This requires the manager's approval. However, the approval process runs regardless of the account type value in the record. What can help the Salesforce Administrator understand how the approval process has been set up and configured?

Choose 2 answers.

- [x] A. Debug Log
- [x] ***B. Approval Process entry criteria***
- [x] ***C. Approval Processes approval steps***
- [ ] D. Schema Builder

Incorrect

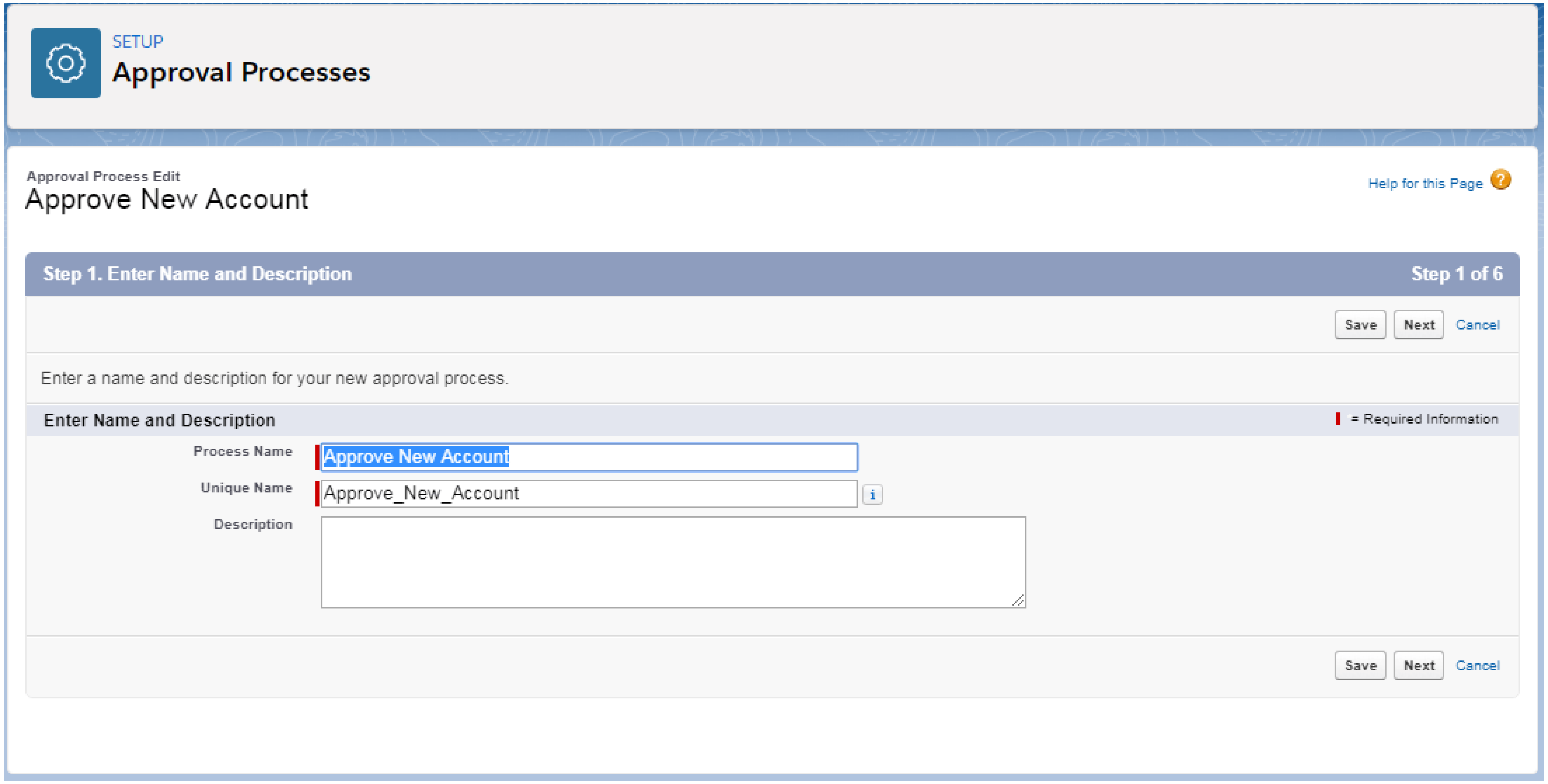
The design, setup, and configuration of the approval process can be viewed and analyzed by checking the approval steps. The field values in the Account record should be reviewed to see if they match the entry criteria of the approval process.

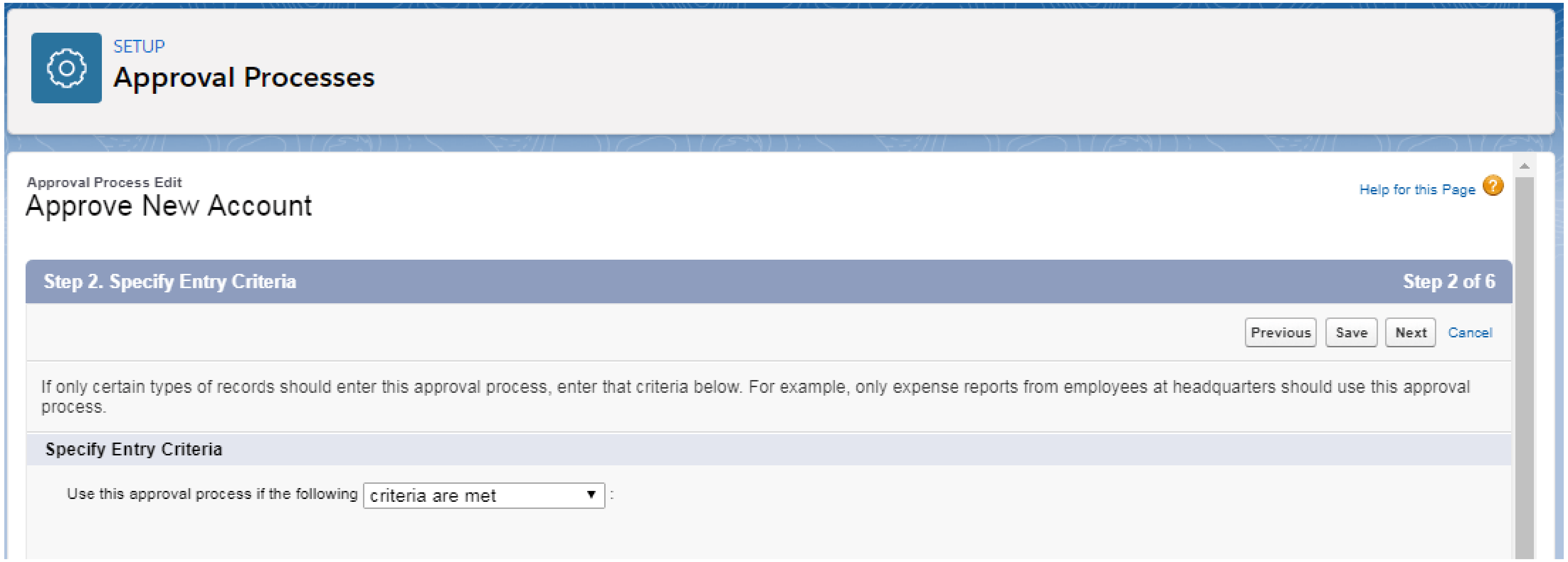
On the other hand, Schema Builder is not a tool that can be used for understanding the flow of an approval process. Lastly, Debug logs are only recommended to be used for exploring the sequence of the process and/or for troubleshooting the cause of why a process fails to trigger or automate, which is not the case in this question.

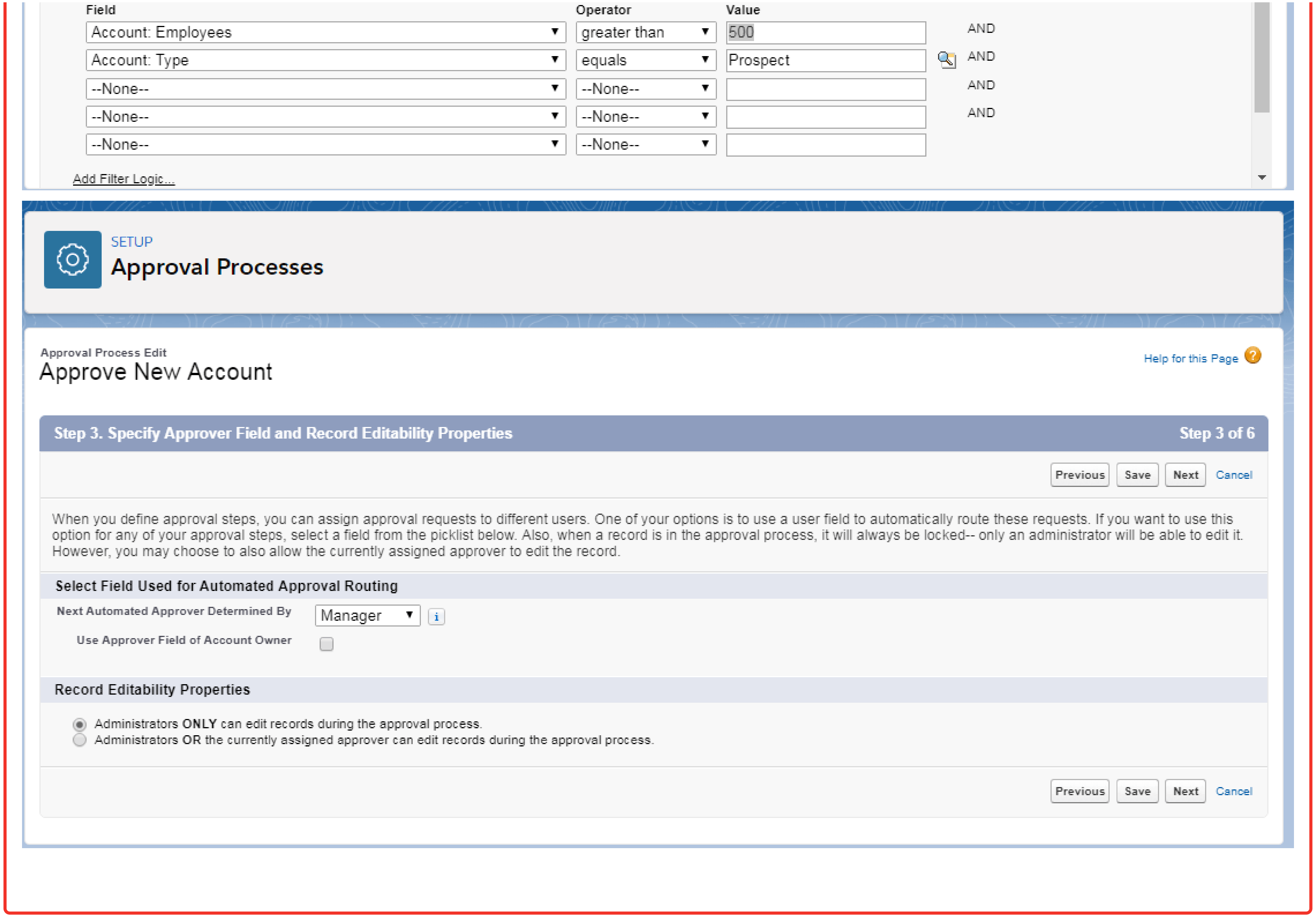
Salesforce Reference Link
Salesforce Reference Link 2

Objective: Process Automation
Detailed Objective: Given a scenario identify the appropriate tool or method for troubleshooting declarative automation.

Take Notes


SETUP
Approval Processes
Approval Process Edit
Approve New Account
Help for this Page
Step 1. Enter Name and Description
Step 1 of 6
Save
Next
Cancel
Enter a name and description for your new approval process.
Enter Name and Description
= Required Information
Process Name
Approve New Account
Unique Name
Approve_New_Account
Description
Save
Next
Cancel


SETUP
Approval Processes
Approval Process Edit
Approve New Account
Help for this Page
Step 2. Specify Entry Criteria
Step 2 of 6
Previous
Save
Next
Cancel
If only certain types of records should enter this approval process, enter that criteria below. For example, only expense reports from employees at headquarters should use this approval process.
Specify Entry Criteria
Use this approval process if the following
criteria are met


Field
Operator
Value
Account: Employees
greater than
500
AND
Account: Type
equals
Prospect
AND
--None--
--None--
AND
--None--
--None--
AND
--None--
--None--
Add Filter Logic...
SETUP
Approval Processes
Approval Process Edit
Approve New Account
Help for this Page
Step 3. Specify Approver Field and Record Editability Properties
Step 3 of 6
Previous
Save
Next
Cancel
When you define approval steps, you can assign approval requests to different users. One of your options is to use a user field to automatically route these requests. If you want to use this option for any of your approval steps, select a field from the picklist below. Also, when a record is in the approval process, it will always be locked-- only an administrator will be able to edit it. However, you may choose to also allow the currently assigned approver to edit the record.
Select Field Used for Automated Approval Routing
Next Automated Approver Determined By
Manager
Use Approver Field of Account Owner
Record Editability Properties
Administrators ONLY can edit records during the approval process.
Administrators OR the currently assigned approver can edit records during the approval process.
Previous
Save
Next
Cancel

Take Notes

Question 29:

PROVIDE FEEDBACK

What is true regarding the Security Health Check?

Choose 2 answers.

- [ ] A. All settings contribute equally to the score
- [ ] B. A high score means there are many high risk settings
- [x] ***C. Settings are grouped into High Risk, Medium Risk, Low Risk, and Informational***
- [x] ***D. Values are compared against the Salesforce baseline standard***

Take Notes

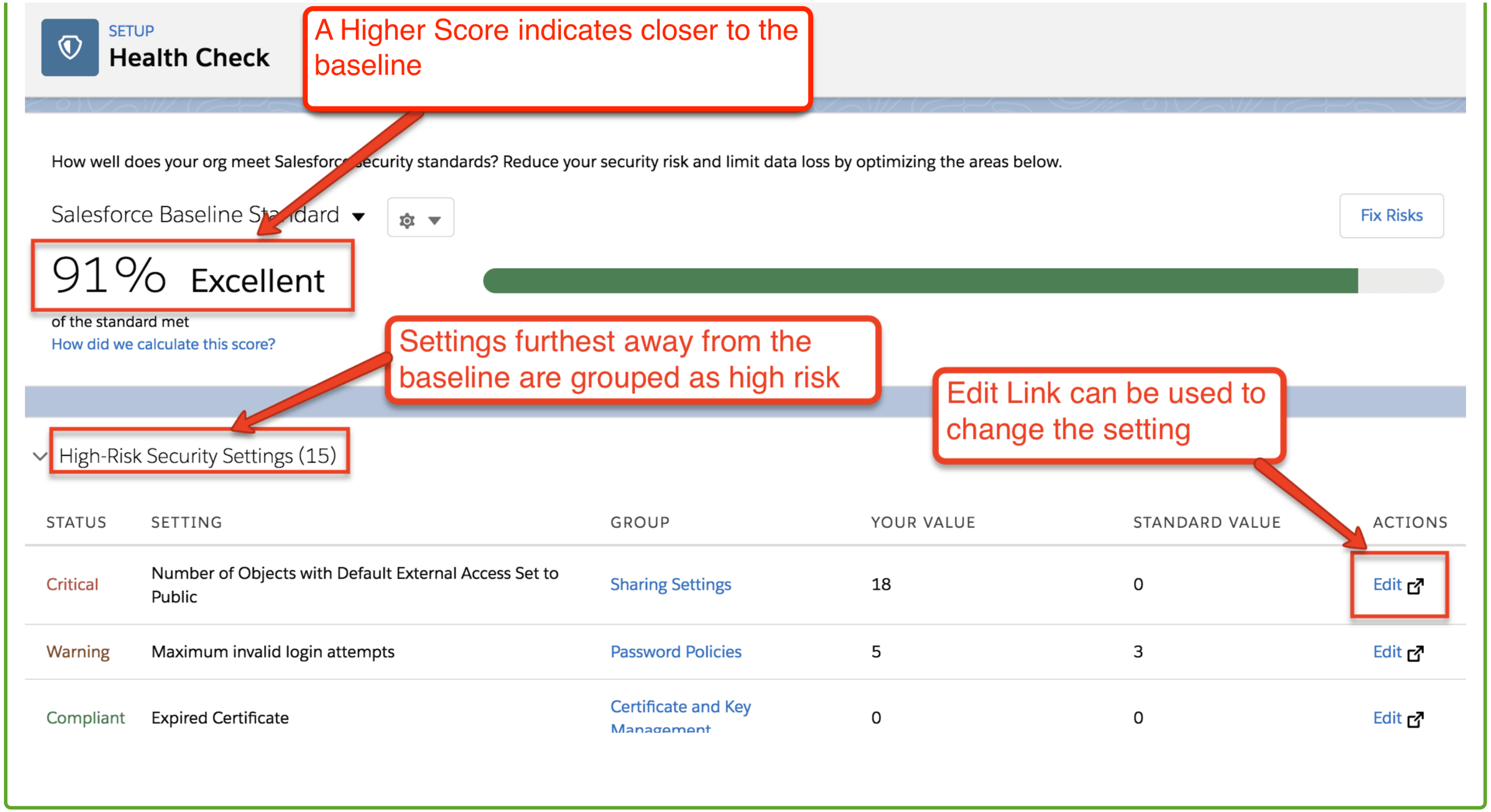
Correct

The Health Check score is a measure of how the settings in Session Settings, Password Policies and Network Access Settings meet the Salesforce baseline standard values. A higher score indicates more values are at a lower risk setting and closer to the standard. Settings are grouped into High Risk, Medium Risk, Low Risk, and Informational Security Settings.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Auditing and Monitoring

Detailed Objective: Explain how to review and troubleshoot security settings including pending updates that may change system access.



Question 30:

What will be the result if a field is read-only in field-level security but marked as required on a page layout?

Choose 1 answer.

- A. The field will still be required
- ***B. The field will be read only***
- C. An error message will appear
- D. The field will not display on the page layout

Take Notes

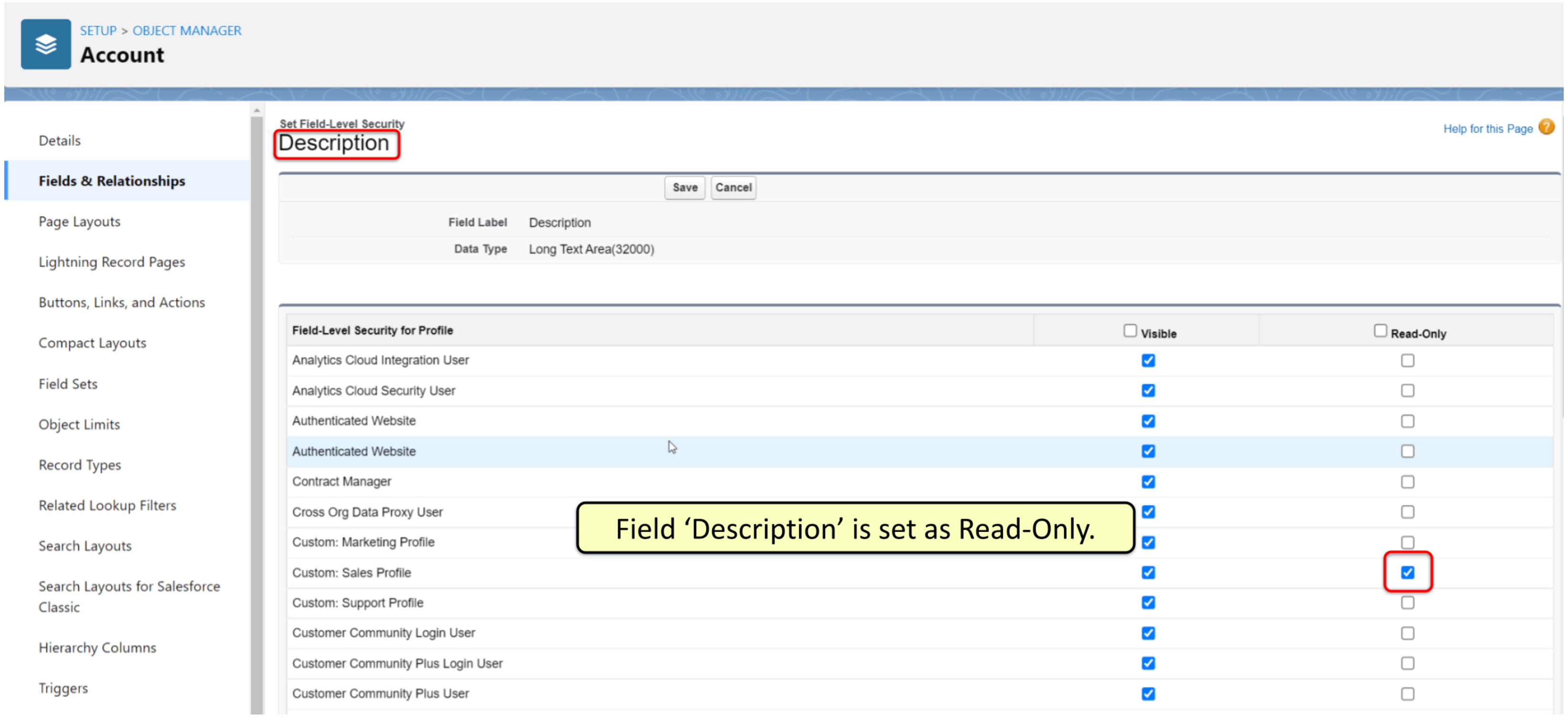
Correct

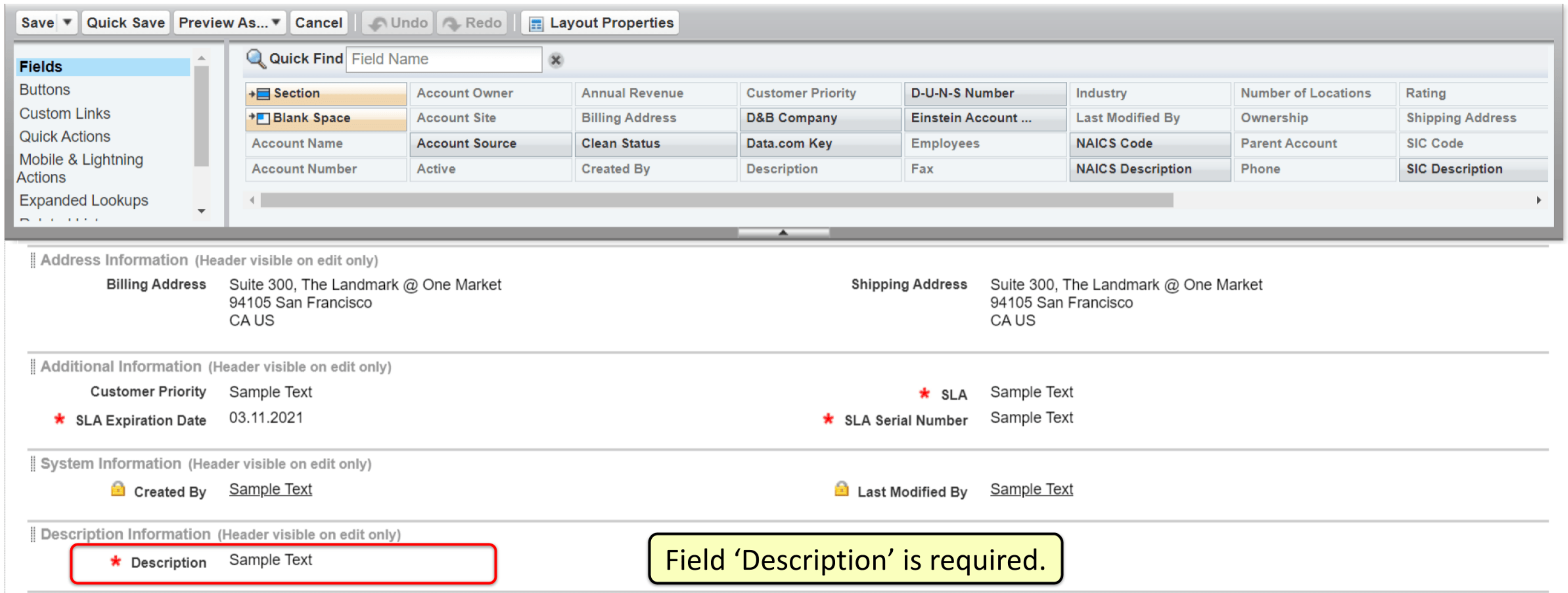
The most restrictive field access setting will apply. For example, if a field is required in a page layout but is read-only in the field-level security setting, the field-level security overrides the page layout, so the field remains read-only.

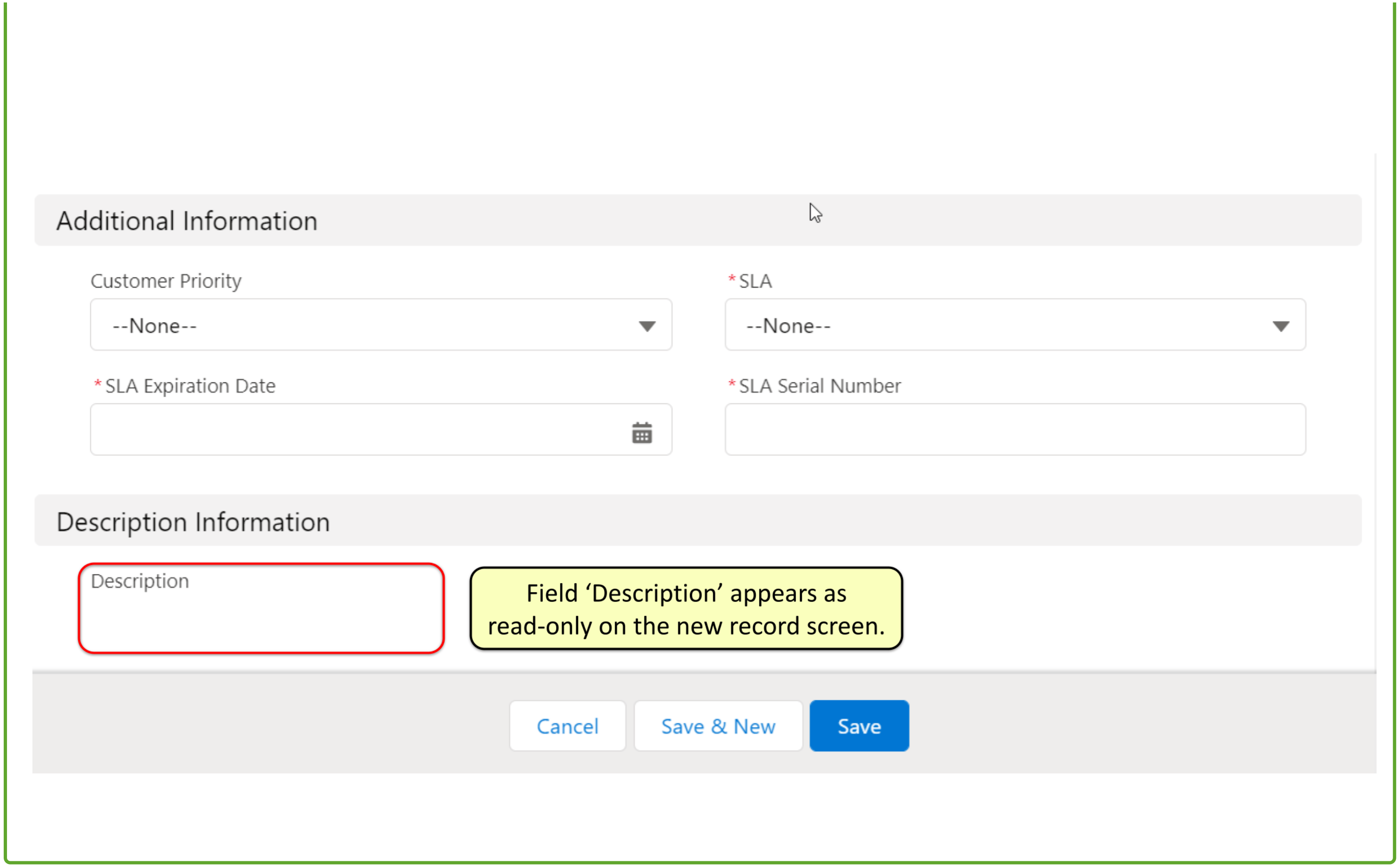
Salesforce Reference Link

Objective: Security and Access

Detailed Objective: Given a scenario, determine the implications to record and field data access


SETUP > OBJECT MANAGER
Account
Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts
Search Layouts for Salesforce Classic
Hierarchy Columns
Triggers
Set Field-Level Security
Description
Help for this Page
Save
Cancel
Field Label Description
Data Type Long Text Area(32000)
Field-Level Security for Profile
Visible
Read-Only
Analytics Cloud Integration User
Analytics Cloud Security User
Authenticated Website
Authenticated Website
Contract Manager
Cross Org Data Proxy User
Custom: Marketing Profile
Custom: Sales Profile
Custom: Support Profile
Customer Community Login User
Customer Community Plus Login User
Customer Community Plus User
Field 'Description' is set as Read-Only.


Save
Quick Save
Preview As...
Cancel
Undo
Redo
Layout Properties
Fields
Buttons
Custom Links
Quick Actions
Mobile & Lightning Actions
Expanded Lookups
Quick Find
Field Name
Section
Blank Space
Account Name
Account Number
Account Owner
Account Site
Account Source
Active
Annual Revenue
Billing Address
Clean Status
Created By
Customer Priority
D&B Company
Data.com Key
Description
D-U-N-S Number
Einstein Account ...
Employees
Fax
Industry
Last Modified By
NAICS Code
NAICS Description
Number of Locations
Ownership
Parent Account
Phone
Rating
Shipping Address
SIC Code
SIC Description
Address Information (Header visible on edit only)
Billing Address
Suite 300, The Landmark @ One Market
94105 San Francisco
CA US
Shipping Address
Suite 300, The Landmark @ One Market
94105 San Francisco
CA US
Additional Information (Header visible on edit only)
Customer Priority
Sample Text
SLA Expiration Date
03.11.2021
SLA
Sample Text
SLA Serial Number
Sample Text
System Information (Header visible on edit only)
Created By
Sample Text
Last Modified By
Sample Text
Description Information (Header visible on edit only)
Description
Sample Text
Field 'Description' is required.



Take Notes

Question 31:

PROVIDE FEEDBACK

Cosmic Solutions has decided to use a Lightning Data package available in the AppExchange to allow its sales representatives to update and import account records. The installed package has created data integration rules for the service automatically. Which of the following capabilities are available for configuring a data integration rule?

Choose 3 answers.

- [ ] A. Specifying the maximum match confidence score to control the precision of matches with records
- [x] ***B. Mapping fields in Salesforce to fields from the data service***
- [x] ***C. Refreshing data automatically by selecting the Overwrite option in field mapping settings***
- [x] ***D. Using a vendor's unique ID to control matches between Salesforce and data service records***
- ✗ E. Running a matching rule to test the match score

Incorrect

A data integration rule allows fields in Salesforce to be mapped to fields from the data service. In field mapping settings, there's an overwrite option that would refresh the data automatically. Data integration rule matches can be specified using a vendor's unique ID, such as DUNS number for a Dun & Bradstreet package.

The vendor's ID field should be added to the account, contact, or lead layout. The minimum match score can be specified to control the precision of matches with records. Data assessment can be run to test the match score.

Salesforce Reference Link

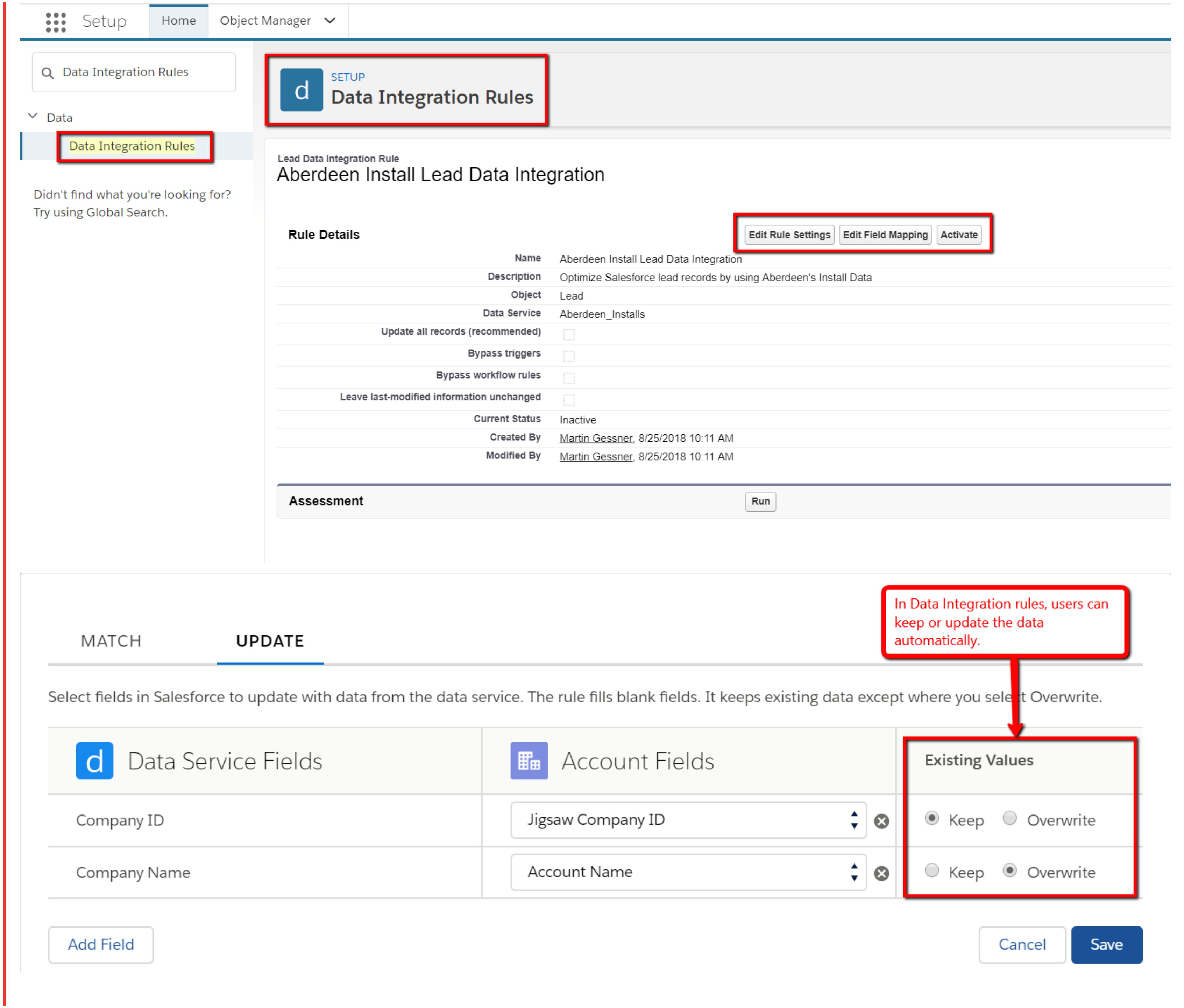
Salesforce Reference Link 2

Take Notes

Objective: Data and Analytics Management

Detailed Objective: Explain the tools and best practices for assessing, improving and enriching data quality. (data types, validation, managing duplicates, enriching, archiving).

Take Notes


Setup
Home
Object Manager
Data Integration Rules
Data
Data Integration Rules
Didn't find what you're looking for? Try using Global Search.
SETUP
Data Integration Rules
Lead Data Integration Rule
Aberdeen Install Lead Data Integration
Rule Details
Edit Rule Settings
Edit Field Mapping
Activate
Name Aberdeen Install Lead Data Integration
Description Optimize Salesforce lead records by using Aberdeen's Install Data
Object Lead
Data Service Aberdeen_Installs
Update all records (recommended)
Bypass triggers
Bypass workflow rules
Leave last-modified information unchanged
Current Status Inactive
Created By Martin Gessner, 8/25/2018 10:11 AM
Modified By Martin Gessner, 8/25/2018 10:11 AM
Assessment
Run
MATCH
UPDATE
In Data Integration rules, users can keep or update the data automatically.
Select fields in Salesforce to update with data from the data service. The rule fills blank fields. It keeps existing data except where you select Overwrite.
Data Service Fields
Account Fields
Existing Values
Company ID
Jigsaw Company ID
Keep
Overwrite
Company Name
Account Name
Keep
Overwrite
Add Field
Cancel
Save
Take Notes

Question 32:

PROVIDE FEEDBACK

Take Notes

Cosmic Solutions would like to enable certificate-based authentication to authenticate individual users to the company's Salesforce org using digital certificates. Which of the following steps are required to enable certificate-based authentication?

Choose 3 answers.

- ***A. Add certificate-based authentication to the 'My Domain' login page.***
- ***B. Navigate to 'User Authentication Certificates' in Setup and upload the digital certificates.***
- C. Add digital certificates by navigating to 'Certificate and Key Management' in Setup.
- D. Navigate to 'Certificate Settings' in Setup and enable certificate-based authentication.
- ***E. Navigate to 'Session Settings' in Setup and enable certificate-based authentication.***

Incorrect

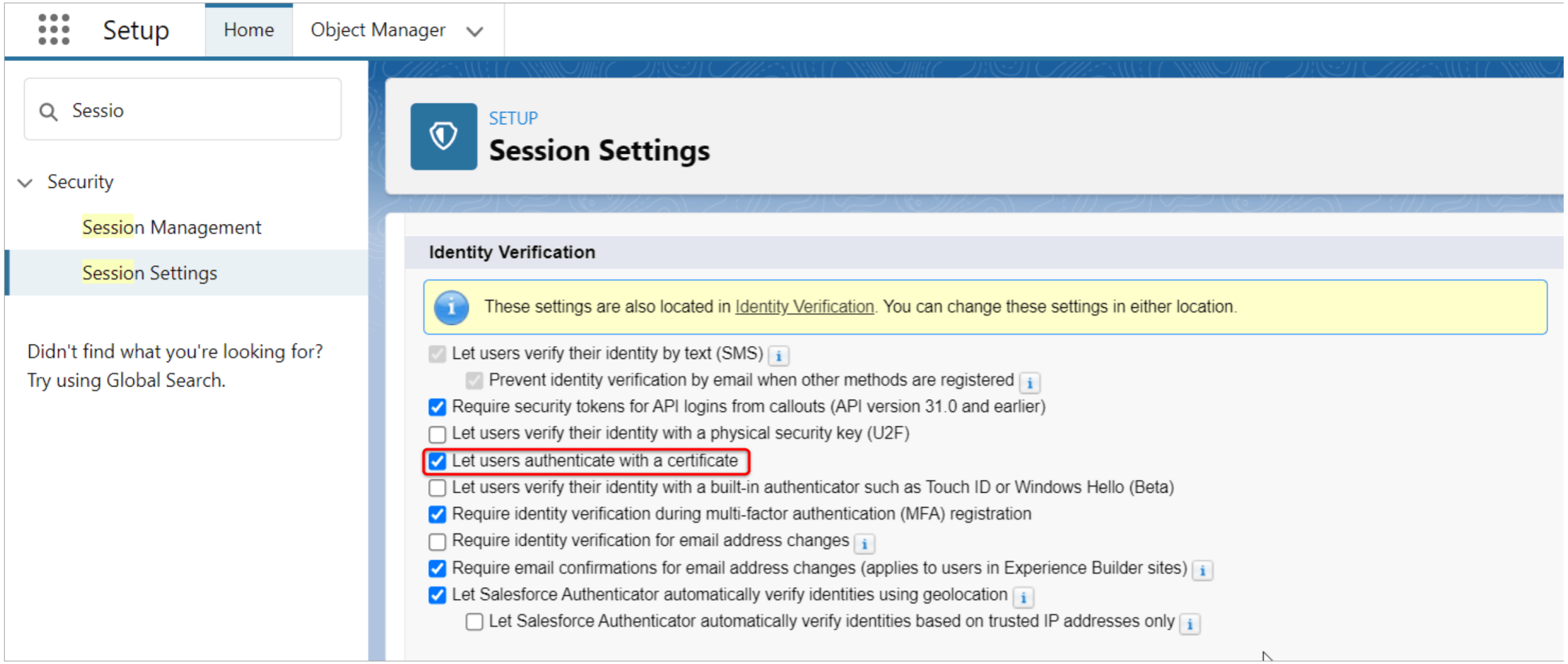
In order to use certificate-based authentication, it should first be enabled on the 'Session Settings' page by selecting 'Let users authenticate with a certificate'. It can also be enabled by navigating to 'Identity Verification' in Setup.

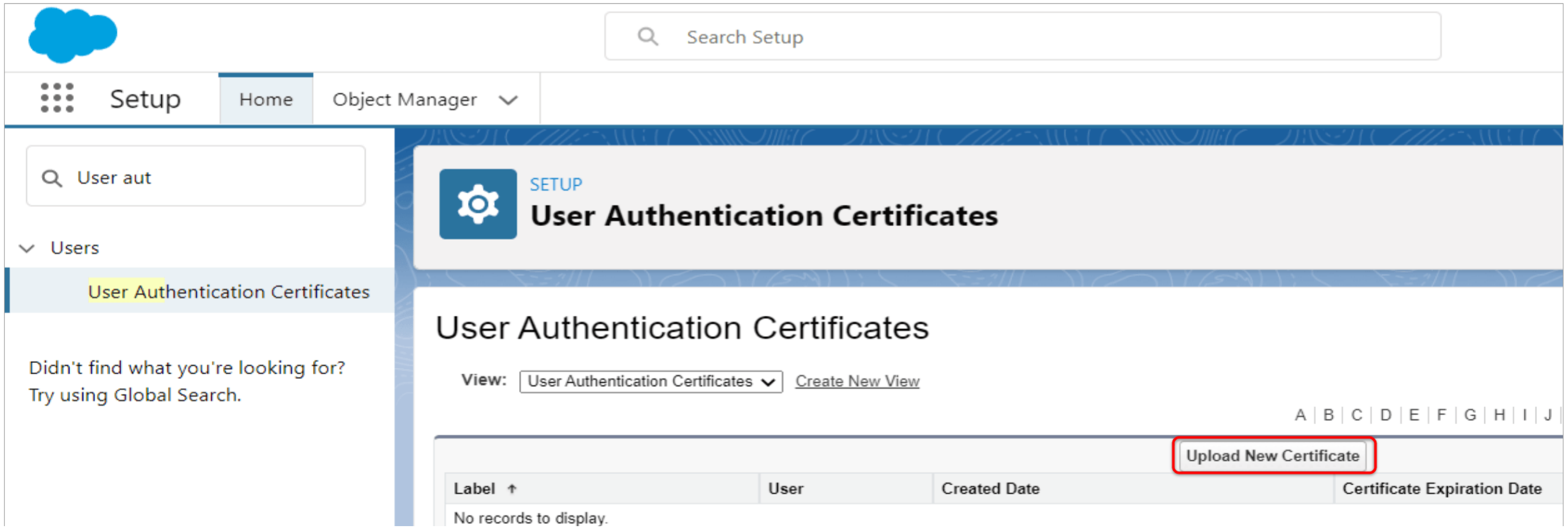
After enabling it, digital certificates can be uploaded by navigating to 'User Authentication Certificates' in Setup. The Certificate-Based Login button can then be added to the 'My Domain' login page. It is important to note that certificate-based authentication is available only in orgs configured with 'My Domain' and with 'Let users authenticate with a certificate' enabled.

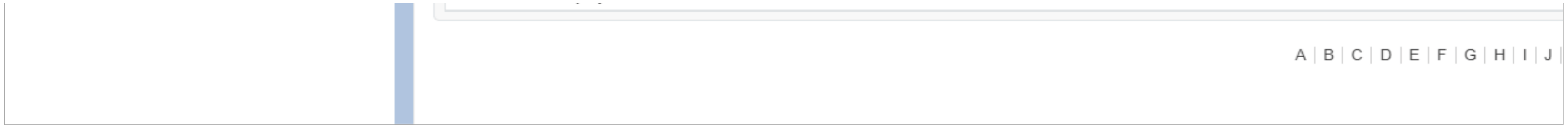
Salesforce Reference Link
Salesforce Reference Link 2

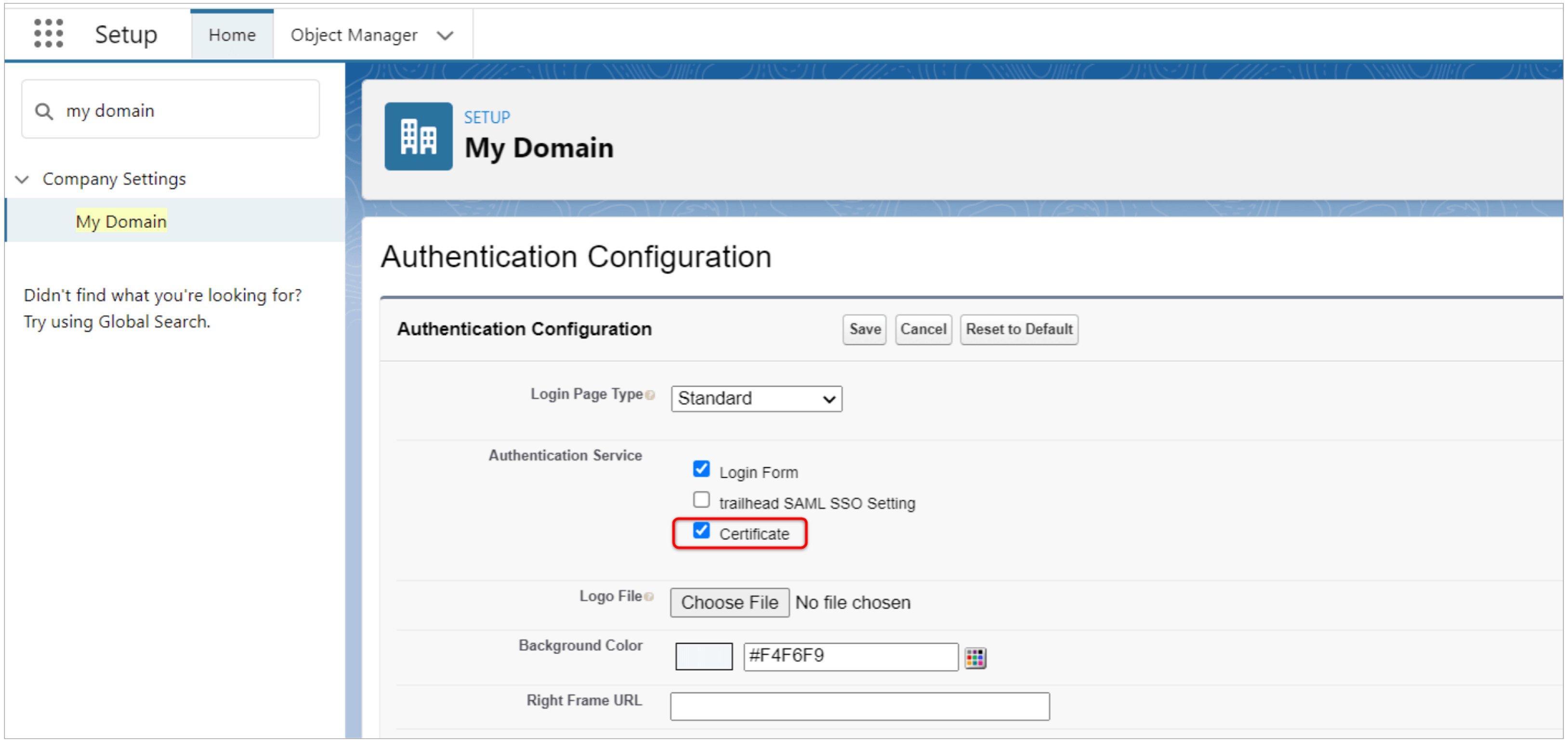
Objective: Security and Access
Detailed Objective: Given a scenario determine the implications of user authentication.

Take Notes


Setup
Home
Object Manager
Sessio
Security
Session Management
Session Settings
Didn't find what you're looking for?
Try using Global Search.
SETUP
Session Settings
Identity Verification
These settings are also located in Identity Verification. You can change these settings in either location.
Let users verify their identity by text (SMS)
Prevent identity verification by email when other methods are registered
Require security tokens for API logins from callouts (API version 31.0 and earlier)
Let users verify their identity with a physical security key (U2F)
Let users authenticate with a certificate
Let users verify their identity with a built-in authenticator such as Touch ID or Windows Hello (Beta)
Require identity verification during multi-factor authentication (MFA) registration
Require identity verification for email address changes
Require email confirmations for email address changes (applies to users in Experience Builder sites)
Let Salesforce Authenticator automatically verify identities using geolocation
Let Salesforce Authenticator automatically verify identities based on trusted IP addresses only


Search Setup
Setup
Home
Object Manager
User aut
Users
User Authentication Certificates
Didn't find what you're looking for?
Try using Global Search.
SETUP
User Authentication Certificates
User Authentication Certificates
View: User Authentication Certificates
Create New View
A | B | C | D | E | F | G | H | I | J
Upload New Certificate
Label
User
Created Date
Certificate Expiration Date
No records to display.





Take Notes

Question 33:

PROVIDE FEEDBACK

The Salesforce Administrator is moving a set of custom objects, reports, fields, and email templates from a developer edition org to the company's testing environment to further customize them based on the company's requirements. What would be the best method that can be used to perform the migration?

Choose 1 answer.

A. Only managed packages should be used for moving metadata between orgs and environments

B. A change set should be used to move metadata between the developer org and the testing environment

✓ ***C. An unmanaged package can be used to move metadata between environments and orgs***

D. Managed packages should be used instead of change sets to move metadata from Developer Edition to other environments

Correct

A package can be used to move metadata between two unrelated orgs. Change sets can only be used to move metadata between two connected environments.

Unmanaged packages are typically used to distribute open-source projects or templates to provide Salesforce developers or Salesforce Administrators with the basic building blocks for an application. The users in the target org will have the ability to edit the package components.

Managed packages are created from a Developer Edition organization but are typically used by Salesforce partners to distribute and sell applications to customers wherein they will be able to push updates and upgrades to the org where

Take Notes

the package is installed in. Users in the target org can edit limited components from the package or not edit any component at all.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Environment Management and Deployment
Detailed Objective: Describe the options available to move metadata between environments (change sets, sandboxes, and AppExchange – managed/unmanaged).

Take Notes

Question 34:

PROVIDE FEEDBACK

In Enterprise Territory Management, which of the following are capabilities of filter-based opportunity territory assignment?

Choose 2 answers.

✔ ***A. An option can be selected to run the filter-based opportunity territory assignment job automatically when opportunities are created.***

✔ ***B. An Apex class can be created to automatically assign opportunities to territories based on custom criteria.***

- [ ] C. The filter-based opportunity territory assignment job can only be run when opportunities are updated.
- [ ] D. Users can manually define a filter based on which opportunities are automatically assigned to territories.

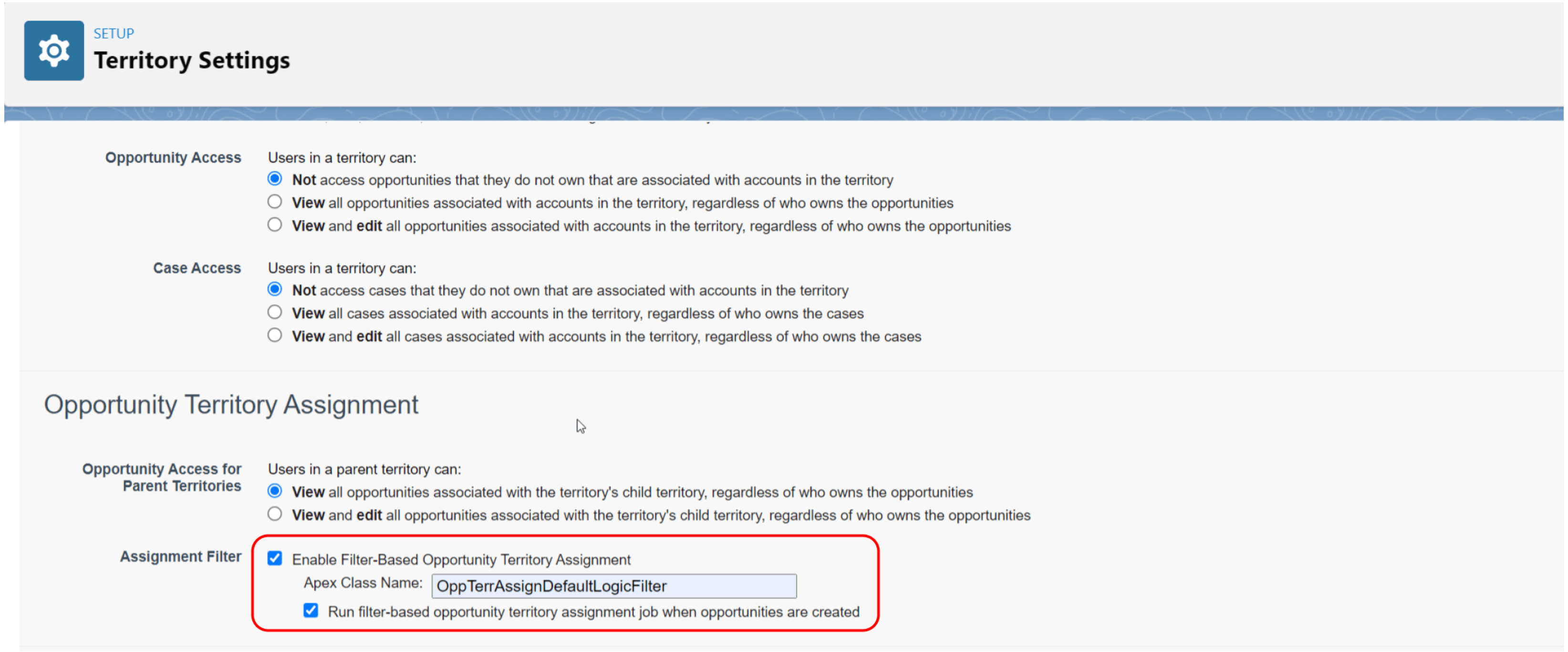
Correct

Filter-based opportunity territory assignment allows an Apex class to be specified in Territory Settings, which automatically assigns opportunities to territories based on filter logic. The opportunity filter can be run by viewing the active territory model's hierarchy and selecting options for the opportunities and date ranges to include. A setting can be selected for running the filter-based opportunity territory assignment job when opportunities are created.

Salesforce Reference Link

Objective: Security and Access
Detailed Objective: Given a scenario, determine the implications to record and field data access (Sharing model, controlled by parent, grant access by hierarchies, dashboard and report folders access, email folder access, Territory Management).

Take Notes



Take Notes

Question 35:

PROVIDE FEEDBACK

The 'Knowledge Contributors' public group was created to organize superstar agents who submit articles to be published in the company's Knowledge base. How can Public Groups be used in managing the Lightning Knowledge workflow?

Choose 2 answers.

- [x] ***A. Public groups can be used to assign tasks to a group of users***
- [x] ***B. Public groups can be used to control who can submit articles for approval***
- [x] C. Public groups can be used to allow access to a data category to a group of users
- [ ] D. Public groups can be used to grant visibility to articles to a group of users

Incorrect

Salesforce Knowledge can use public groups as a way to assign users to specific tasks related to articles like publishing articles based on validation status. Public groups can also be used to control who can submit articles for approval. Visibility to articles is only dependent on the user permissions, Knowledge object settings, and data categories. Data category visibility can only be configured with roles, permission sets, permission set groups, or profiles.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Cloud Applications

Detailed Objective: Explain how to create and maintain Salesforce Knowledge (article record types, data categories).

Take Notes

Question 36:

PROVIDE FEEDBACK

Which of the following channels is not supported by Salesforce to enable interaction between customers and support agents?

Choose 1 answer.

- A. SOS
- B. Communities
- *C. Skype Chat*
- D. Email
- E. Live Chat

Take Notes

Correct

Salesforce supports all channels listed including SOS (Service on Salesforce). Salesforce offers Chat, so Skype chat is not supported.

Note: Chat was formerly called Live Agent.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Cloud Applications
Detailed Objective: Describe the features of Salesforce which enable interaction between support agents and

customers (Chat, Case Feed, Service Cloud Console, Experience Cloud sites, Omni-Channel).

Take Notes

Question 37:

PROVIDE FEEDBACK

As per the order of execution, when will an email created from a workflow email alert be sent?

Choose 1 answer.

A. After workflow rule execution.

B. After all DML operations are committed to the database.

C. Before entitlement rules execution.

D. When all before triggers are executed.

Take Notes

Correct

Execution of post-commit logic, such as sending emails will happen after all DML operations are committed to the database.

Salesforce Reference Link

Objective: Process Automation

Detailed Objective: Understand the implications of the order of execution when using automation tools.

Question 38:

PROVIDE FEEDBACK

Cosmic Solutions wants to encourage the users of its customer site to share their product ideas and help answer one another's questions. In addition, the company would like to allow Experience Cloud site users to vote on ideas and select the best answers. Which Salesforce features can be used for these requirements?

Choose 2 answers.

- [ ] A. Salesforce Knowledge
- [x] ***B. Ideas***
- [x] ***C. Chatter Questions***
- [ ] D. Chat

Take Notes

Correct

Ideas can be enabled for an Experience Cloud site to allow site users to post their ideas and to comment and vote on other customers' ideas. Chatter Questions is a feature that allows site users to post questions and answer one another's questions. After a question is asked, moderators and the person who asked the question can select the best answer. The best answer is prominently displayed in the feed, allowing other users to quickly and easily find the information they need. Salesforce Knowledge is used to set up a knowledge base with articles that customers can use for self-service. Chat allows support agents to chat with customers who need assistance to resolve their issues.

Note: Chat was formerly called Live Agent.

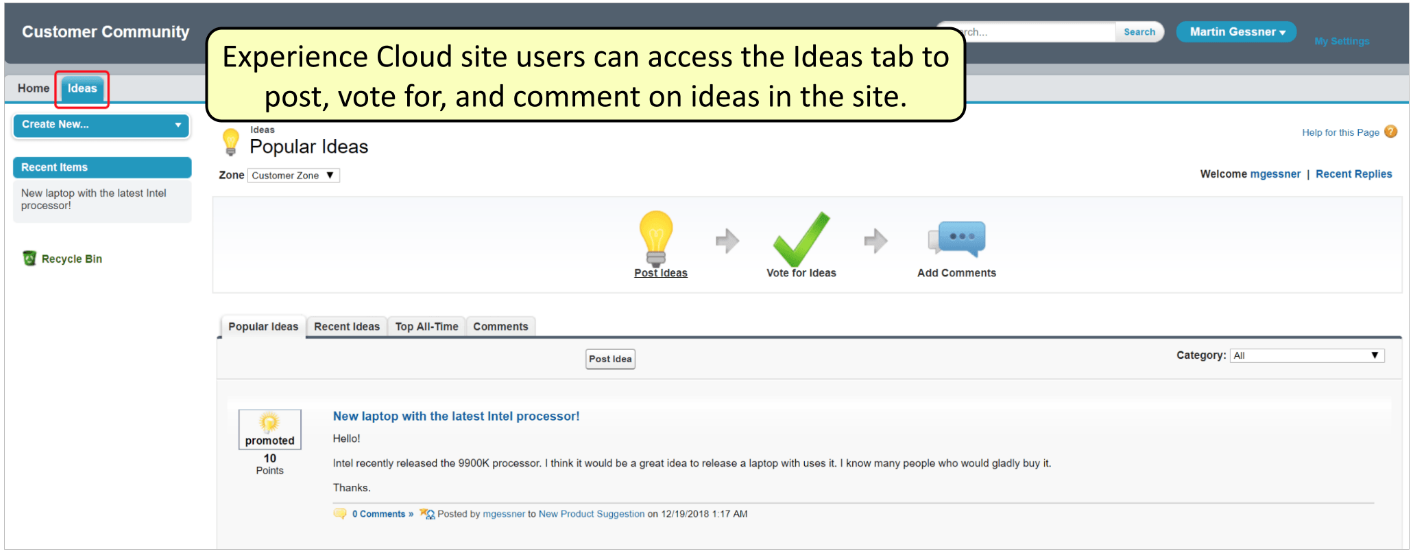
Salesforce Reference Link

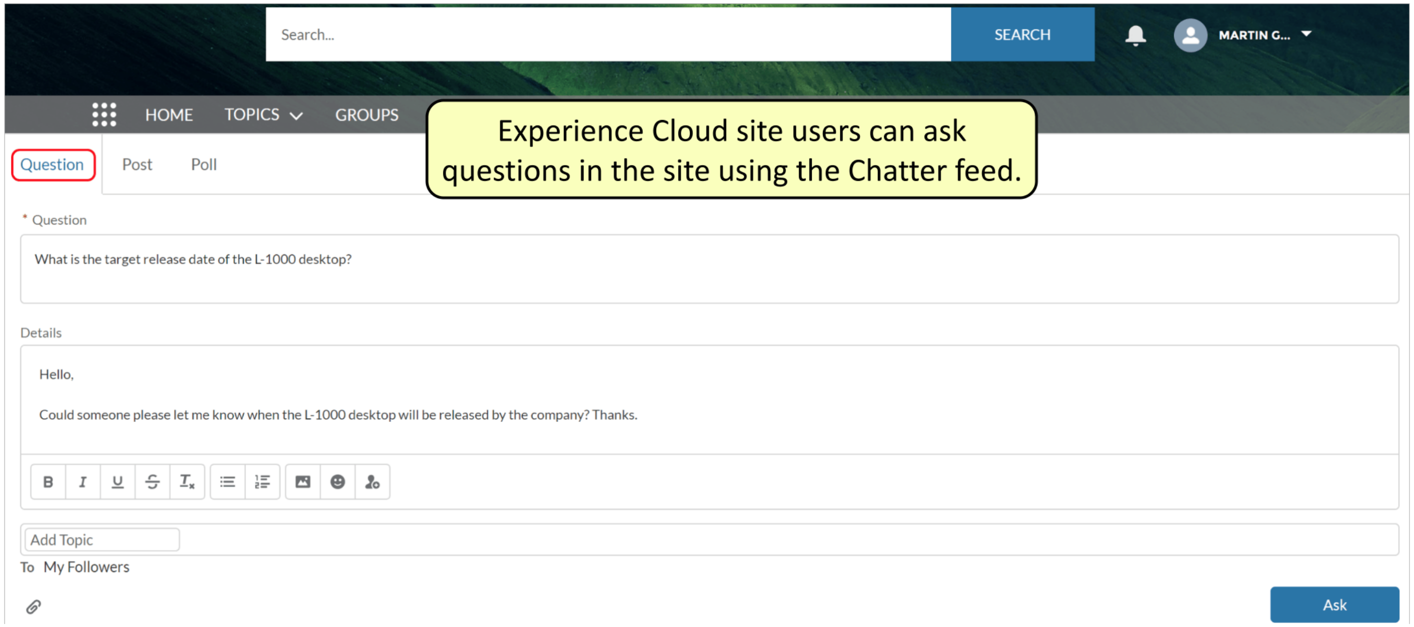
Salesforce Reference Link 2

Objective: Cloud Applications

Detailed Objective: Describe the features of Salesforce which enable interaction between support agents and customers (Chat, Case Feed, Service Cloud Console, Experience Cloud sites, Omni-Channel).

Take Notes


Customer Community
Search
Martin Gessner
My Settings
Experience Cloud site users can access the Ideas tab to post, vote for, and comment on ideas in the site.
Home
Ideas
Create New...
Recent Items
New laptop with the latest Intel processor!
Recycle Bin
Ideas
Popular Ideas
Help for this Page
Zone Customer Zone
Welcome mgessner | Recent Replies
Post Ideas
Vote for Ideas
Add Comments
Popular Ideas
Recent Ideas
Top All-Time
Comments
Post Idea
Category: All
promoted
10
Points
New laptop with the latest Intel processor!
Hello!
Intel recently released the 9900K processor. I think it would be a great idea to release a laptop with uses it. I know many people who would gladly buy it.
Thanks.
0 Comments » Posted by mgessner to New Product Suggestion on 12/19/2018 1:17 AM


Search...
SEARCH
MARTIN G...
HOME
TOPICS
GROUPS
Experience Cloud site users can ask questions in the site using the Chatter feed.
Question
Post
Poll
* Question
What is the target release date of the L-1000 desktop?
Details
Hello,
Could someone please let me know when the L-1000 desktop will be released by the company? Thanks.
Add Topic
To My Followers
Ask

Take Notes

Question 39:

PROVIDE FEEDBACK

A custom object has a workflow rule that updates a field when a certain set of criteria is met. A 'before update' Apex trigger has also been defined on the object. What will happen when a user updates a record so that it meets the criteria of the workflow rule?

Choose 1 answer.

A. An exception will be thrown due to a conflict between the two

B. The Apex trigger will be fired twice

C. Both will be fired only once

D. The Apex trigger will be fired first, voiding the Workflow Rule due to the order of execution

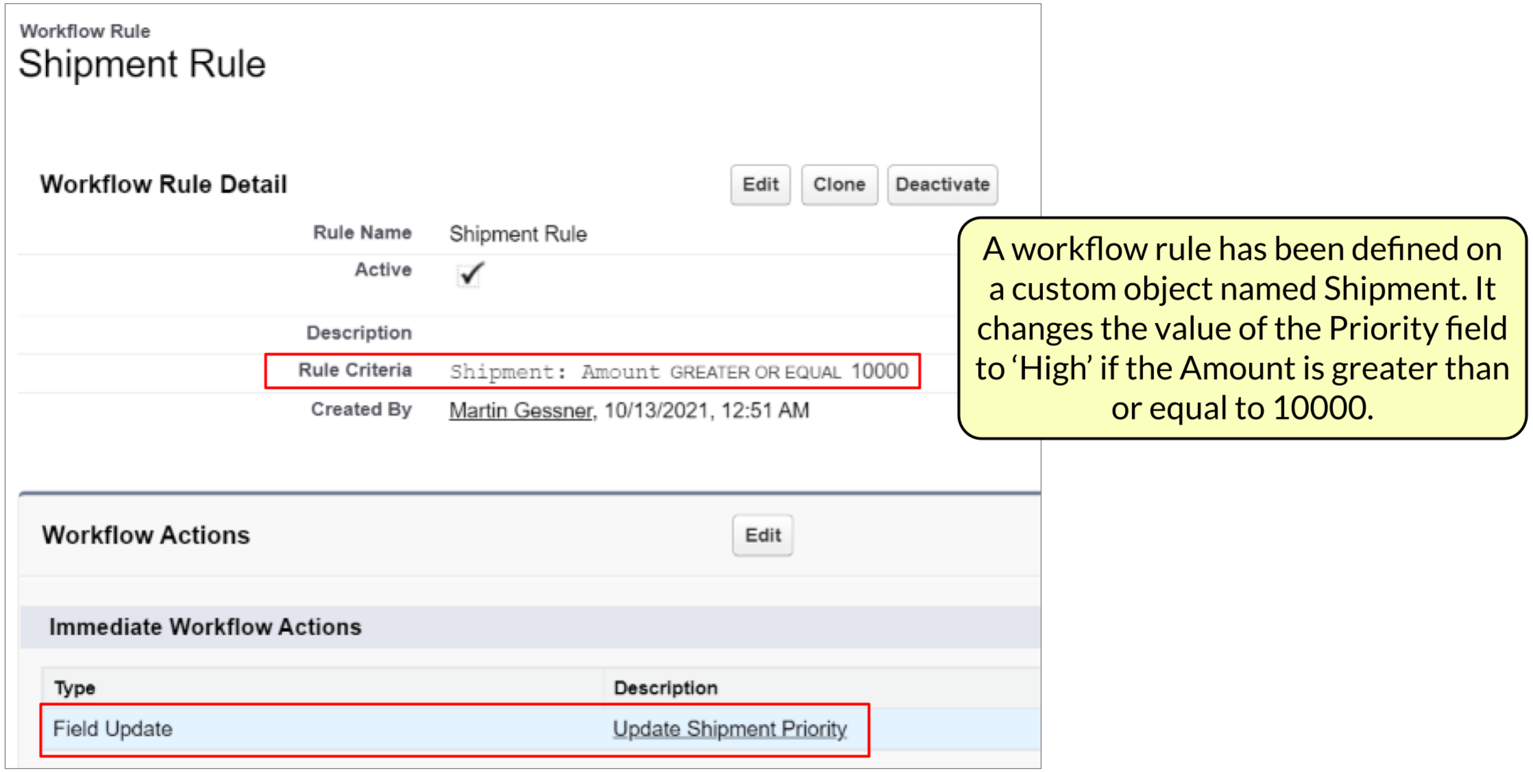
Incorrect

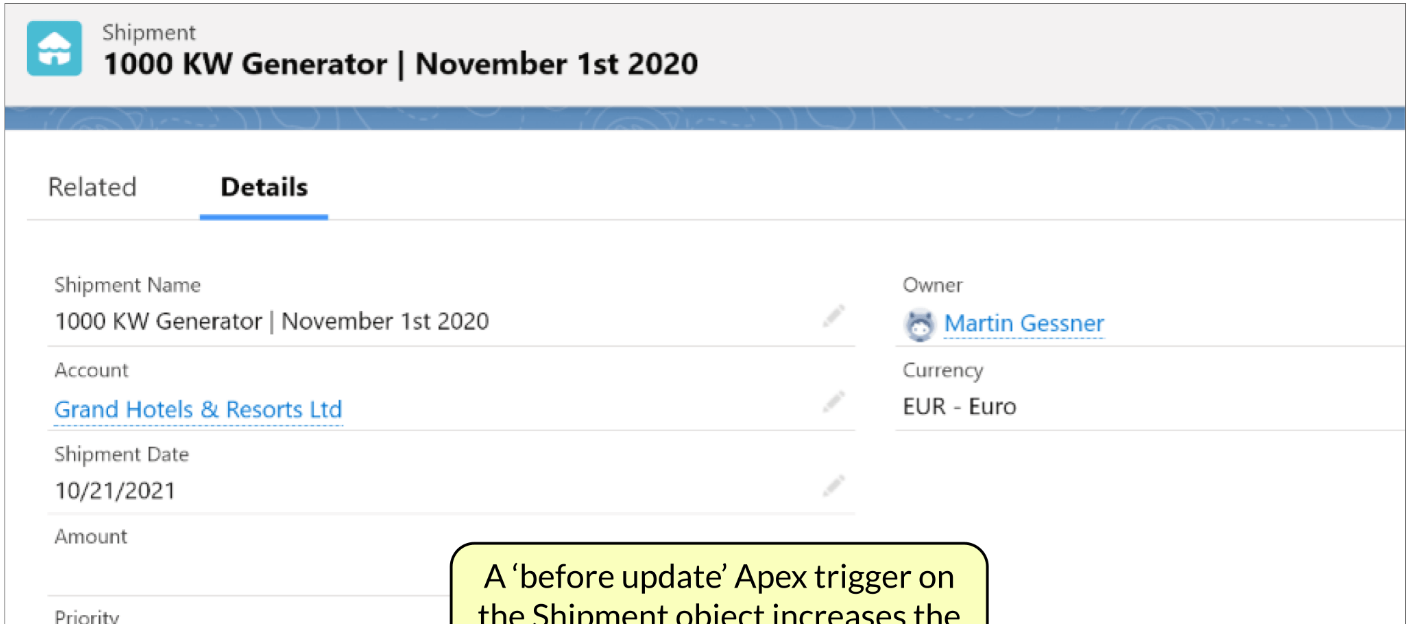
According to the order of execution, 'before' triggers are run, 'after' triggers are run, and then workflow field updates are processed. If a field is updated due to a workflow rule, 'before update' and 'after update' triggers are run again one more time, and only one more time. In this case, since the record meets the criteria of the workflow rule, the 'before update' trigger will be run again after the workflow field update associated with the rule has been processed.

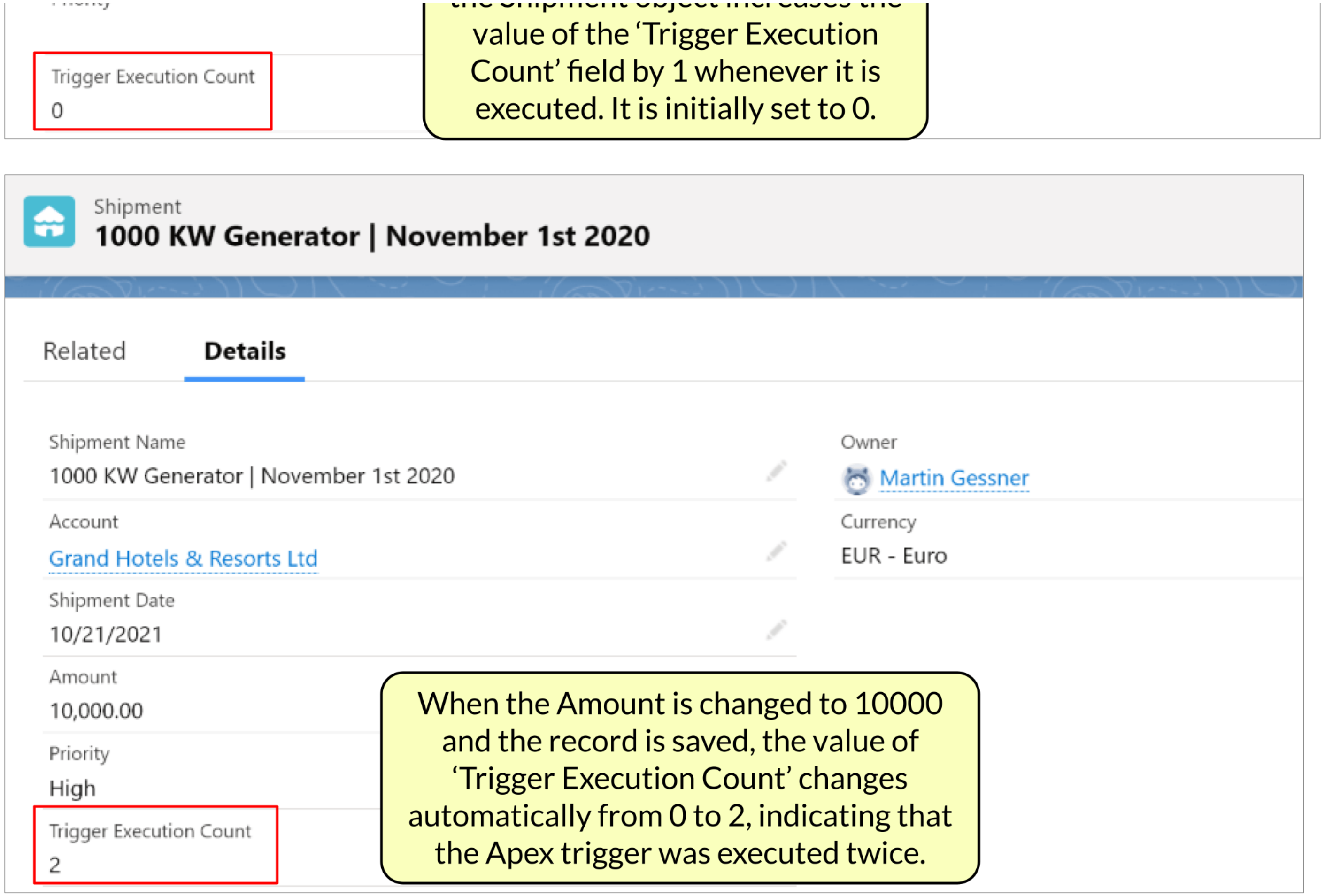
Salesforce Reference Link

Objective: Process Automation
Detailed Objective: Understand the implications of the order of execution when using automation tools.

Take Notes


Workflow Rule
Shipment Rule
Workflow Rule Detail
Edit
Clone
Deactivate
Rule Name
Shipment Rule
Active
Description
Rule Criteria
Shipment: Amount GREATER OR EQUAL 10000
Created By
Martin Gessner, 10/13/2021, 12:51 AM
Workflow Actions
Edit
Immediate Workflow Actions
Type
Description
Field Update
Update Shipment Priority
A workflow rule has been defined on a custom object named Shipment. It changes the value of the Priority field to 'High' if the Amount is greater than or equal to 10000.


Shipment
1000 KW Generator | November 1st 2020
Related
Details
Shipment Name
1000 KW Generator | November 1st 2020
Owner
Martin Gessner
Account
Grand Hotels & Resorts Ltd
Currency
EUR - Euro
Shipment Date
10/21/2021
Amount
Priority
A 'before update' Apex trigger on
the Shipment object increases the


Trigger Execution Count
0
value of the 'Trigger Execution
Count' field by 1 whenever it is
executed. It is initially set to 0.
Shipment
1000 KW Generator | November 1st 2020
Related
Details
Shipment Name
1000 KW Generator | November 1st 2020
Owner
Martin Gessner
Account
Grand Hotels & Resorts Ltd
Currency
EUR - Euro
Shipment Date
10/21/2021
Amount
10,000.00
Priority
High
Trigger Execution Count
2
When the Amount is changed to 10000
and the record is saved, the value of
'Trigger Execution Count' changes
automatically from 0 to 2, indicating that
the Apex trigger was executed twice.

Question 40:

Each navigation bar of various apps inside a Salesforce org contains items in a particular order to ensure productivity. How can the Salesforce Administrator ensure that the users cannot change this?

Choose 2 answers.

- [ ] A. Permission Set
- [ ] B. Profile settings
- [x] ***C. App settings***
- [x] ***D. User Interface settings***

Take Notes

Correct

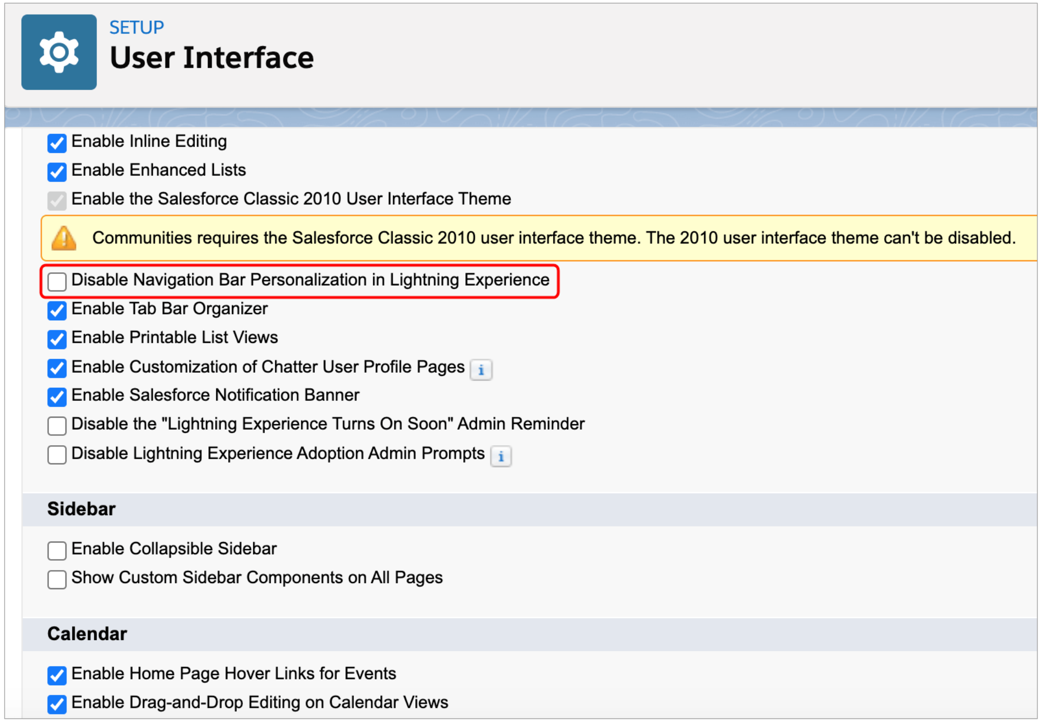
In User Interface settings, the setting 'Disable Navigation Bar Personalization in Lightning Experience' controls whether users can personalize their navigation bar. The Salesforce Administrator can select this option to prevent users from rearranging or adding items to the navigation bar in any app.
Alternatively, the App setting 'Disable end-user personalization of nav items in this app' for each app (App Manager -> Edit beside the App, App Options) helps control users from personalizing the menu items only for a particular app, the approach recommended by Salesforce.

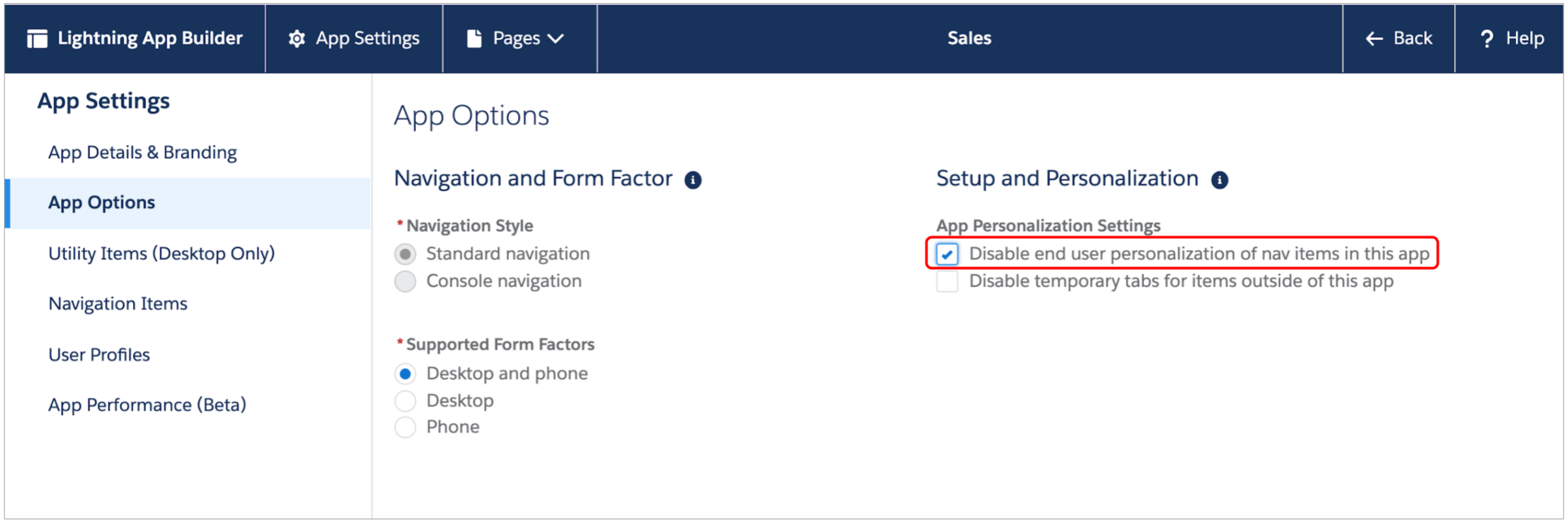
Salesforce Reference Link

Objective: Objects and Applications
Detailed Objective: Given a scenario, determine the appropriate solution to enhance or extend the UI/UX with

applications. (app manager, lightning app builder, dynamic forms, standard lightning page components, console, and lightning page analyze button.)

Take Notes


SETUP
User Interface
Enable Inline Editing
Enable Enhanced Lists
Enable the Salesforce Classic 2010 User Interface Theme
Communities requires the Salesforce Classic 2010 user interface theme. The 2010 user interface theme can't be disabled.
Disable Navigation Bar Personalization in Lightning Experience
Enable Tab Bar Organizer
Enable Printable List Views
Enable Customization of Chatter User Profile Pages
Enable Salesforce Notification Banner
Disable the "Lightning Experience Turns On Soon" Admin Reminder
Disable Lightning Experience Adoption Admin Prompts
Sidebar
Enable Collapsible Sidebar
Show Custom Sidebar Components on All Pages
Calendar
Enable Home Page Hover Links for Events
Enable Drag-and-Drop Editing on Calendar Views


Lightning App Builder
App Settings
Pages
Sales
Back
Help
App Settings
App Details & Branding
App Options
Utility Items (Desktop Only)
Navigation Items
User Profiles
App Performance (Beta)
App Options
Navigation and Form Factor
* Navigation Style
Standard navigation
Console navigation
* Supported Form Factors
Desktop and phone
Desktop
Phone
Setup and Personalization
App Personalization Settings
Disable end user personalization of nav items in this app
Disable temporary tabs for items outside of this app

Take Notes

Question 41:

PROVIDE FEEDBACK

A Salesforce Administrator has created a process using Process Builder that runs every time an opportunity record is edited. The process calls an Apex class that executes custom business logic. However, it keeps failing halfway through the transaction every time. What are the first steps that the administrator should take to identify the issue?

Choose 2 answers.

- [x] ***A. Set a user trace flag by navigating to 'Debug Logs' in Setup, edit an opportunity record, and check the generated debug log.***
- [ ] B. Configure 'Event Monitoring Settings' in Setup to monitor the processes that run in the background.
- [ ] C. Run the test class for the Apex class invoked by the process and identify the issue using the test execution result.
- [x] ***D. Check the detailed error email sent to the administrator to identify the issue.***

Correct

In this case, the best place to look for the source of the issue is a debug log. The issue could be caused by the process, Apex code, or an unrelated automation feature. In order to generate a debug log, a user trace flag can be set up for the system administrator. The system administrator can then perform an update that runs the process. The generated debug log can then be viewed to identify the origin of the issue.

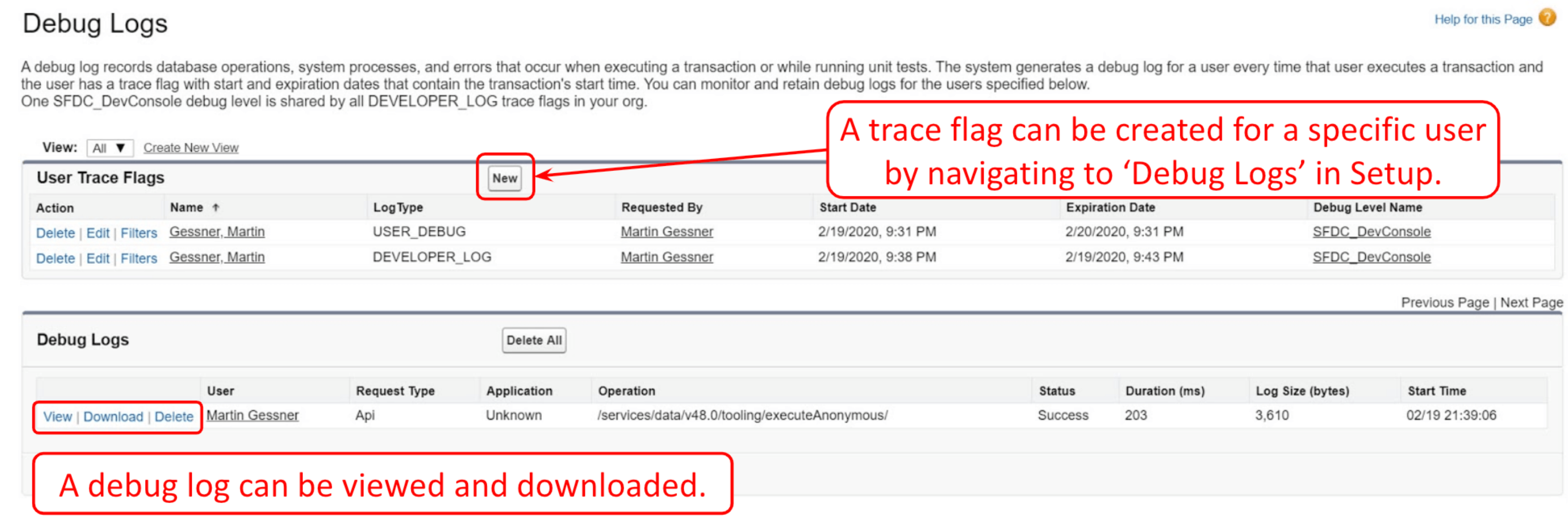
When a process fails, a detailed error email is sent from Salesforce to the system administrator who last modified the process. This error email is helpful to trace the issue. It includes the data that's involved in the process, including user-entered data.

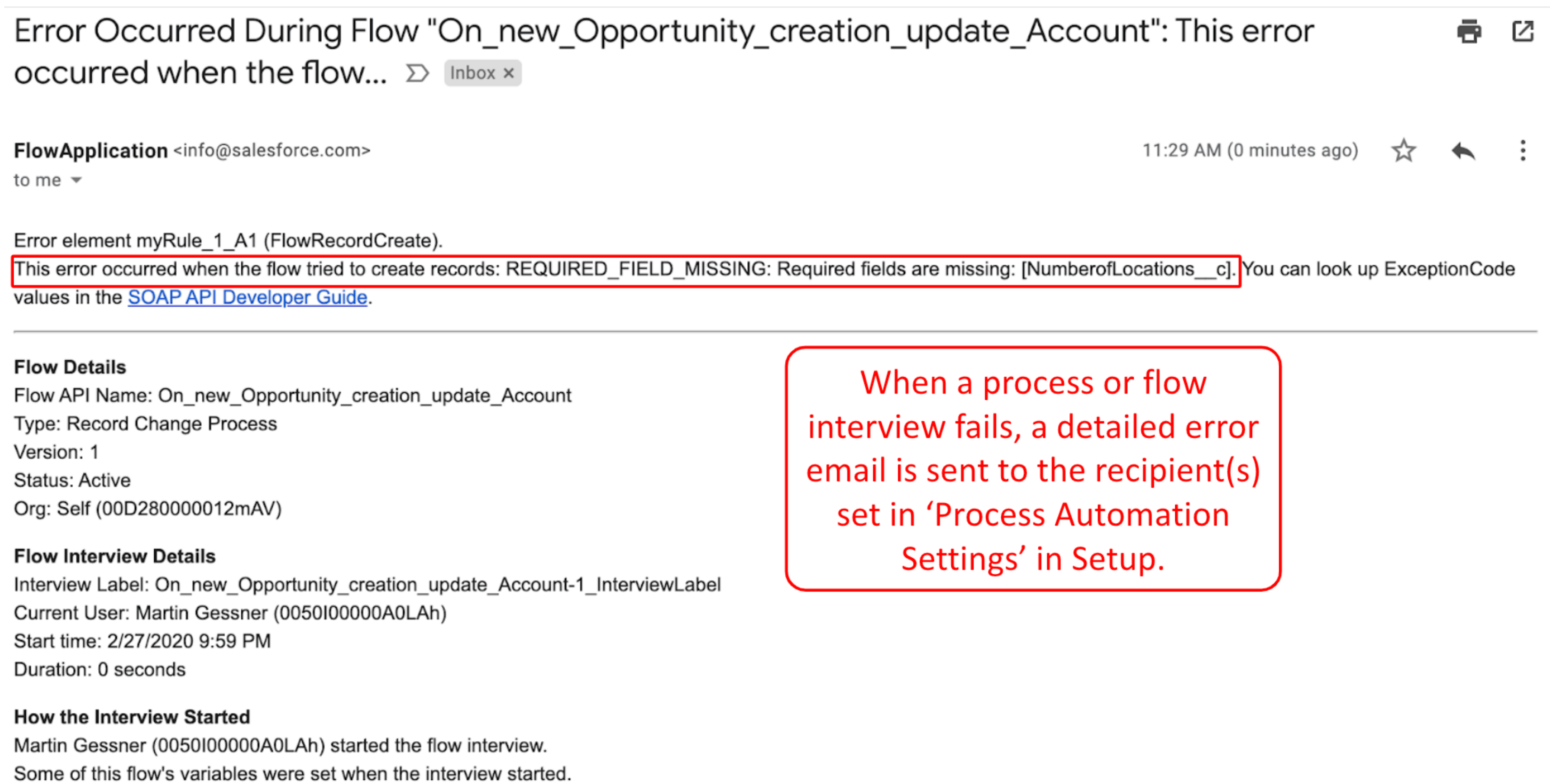
'Event Monitoring Settings' is used to monitor user activity in Salesforce, such as who viewed what data and when, but it will not be useful in this scenario. Also, executing the test class and verifying its result would only ensure that the Apex class is working as expected. While this could help, it does not contain all relevant information regarding the error and is not the best way to troubleshoot process errors.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Process Automation
Detailed Objective: Given a scenario identify the appropriate tool or method for troubleshooting declarative automation.

Take Notes


Debug Logs
Help for this Page
A debug log records database operations, system processes, and errors that occur when executing a transaction or while running unit tests. The system generates a debug log for a user every time that user executes a transaction and the user has a trace flag with start and expiration dates that contain the transaction's start time. You can monitor and retain debug logs for the users specified below.
One SFDC_DevConsole debug level is shared by all DEVELOPER_LOG trace flags in your org.
View: All Create New View
User Trace Flags
New
A trace flag can be created for a specific user by navigating to 'Debug Logs' in Setup.
Action Name LogType Requested By Start Date Expiration Date Debug Level Name
Delete | Edit | Filters Gessner, Martin USER_DEBUG Martin Gessner 2/19/2020, 9:31 PM 2/20/2020, 9:31 PM SFDC_DevConsole
Delete | Edit | Filters Gessner, Martin DEVELOPER_LOG Martin Gessner 2/19/2020, 9:38 PM 2/19/2020, 9:43 PM SFDC_DevConsole
Previous Page | Next Page
Debug Logs
Delete All
User Request Type Application Operation Status Duration (ms) Log Size (bytes) Start Time
View | Download | Delete Martin Gessner Api Unknown /services/data/v48.0/tooling/executeAnonymous/ Success 203 3,610 02/19 21:39:06
A debug log can be viewed and downloaded.


Error Occurred During Flow "On_new_Opportunity_creation_update_Account": This error occurred when the flow...
Inbox ×
FlowApplication <info@salesforce.com>
to me
11:29 AM (0 minutes ago)
Error element myRule_1_A1 (FlowRecordCreate).
This error occurred when the flow tried to create records: REQUIRED_FIELD_MISSING: Required fields are missing: [NumberofLocations__c]. You can look up ExceptionCode values in the SOAP API Developer Guide.
Flow Details
Flow API Name: On_new_Opportunity_creation_update_Account
Type: Record Change Process
Version: 1
Status: Active
Org: Self (00D280000012mAV)
Flow Interview Details
Interview Label: On_new_Opportunity_creation_update_Account-1_InterviewLabel
Current User: Martin Gessner (0050I00000A0LAh)
Start time: 2/27/2020 9:59 PM
Duration: 0 seconds
How the Interview Started
Martin Gessner (0050I00000A0LAh) started the flow interview.
Some of this flow's variables were set when the interview started.
When a process or flow interview fails, a detailed error email is sent to the recipient(s) set in 'Process Automation Settings' in Setup.

myVariable_old = Opportunity (00628000004hw3jAAA)
myVariable_current = Opportunity (00628000004hw3jAAA)

Question 42:

PROVIDE FEEDBACK

Take Notes

An organization uses a custom report type to display Opportunities along with additional attributes from the associated user object. The Opportunity has multiple User lookup fields, like Owner, Advisor, Sales Engineer, etc. The Business Analyst requested that the user fields be displayed together in the report wizard. How can this requirement be met?

Choose 1 answer.

- ✔ ***A. Create a New Section in the Custom Report Type***
- B. Create a New Section in the Opportunity object
- C. Create a New Section when creating the Report
- D. No customizations are needed

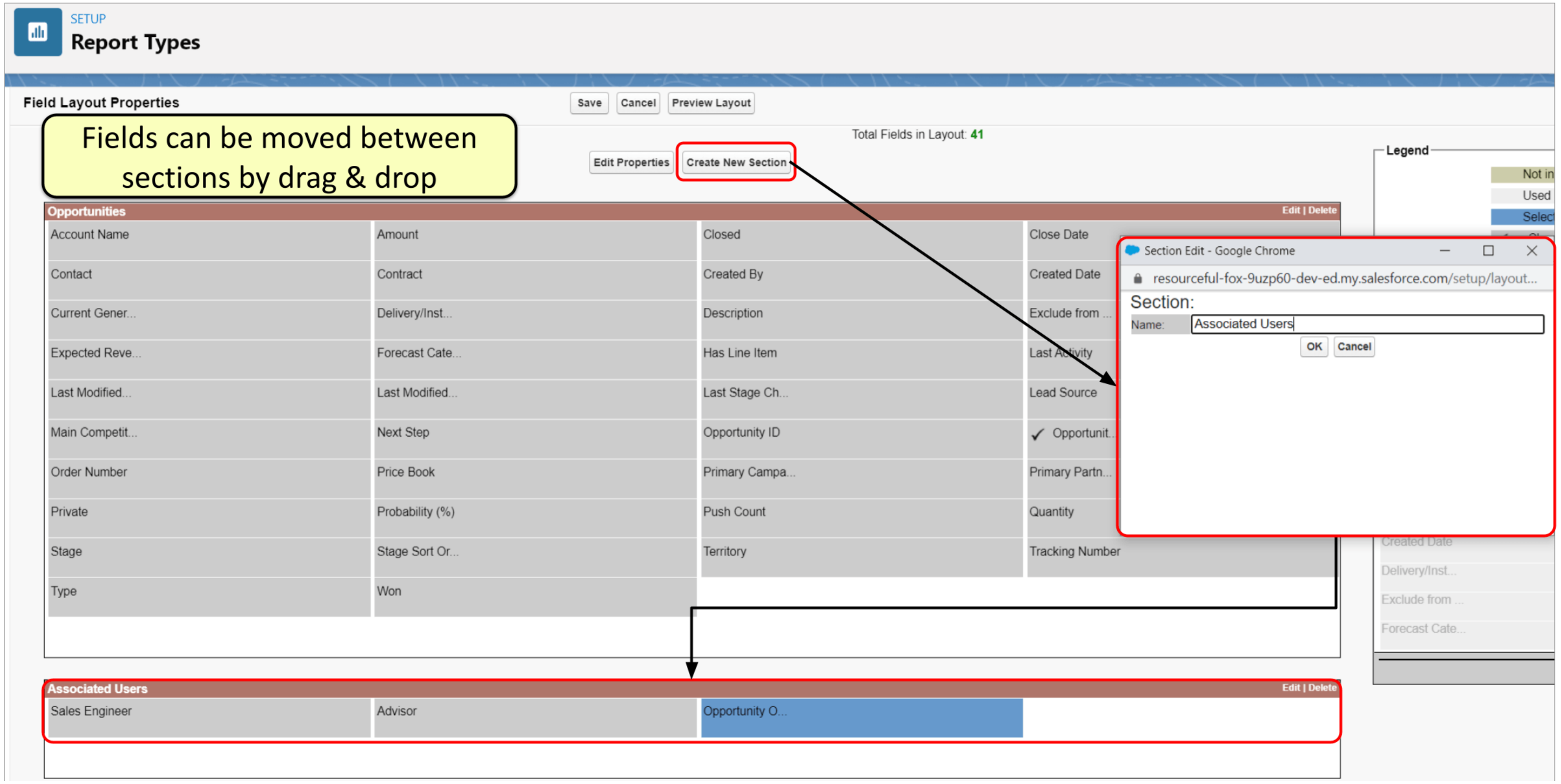
Correct

It is possible to define new custom sections to group fields while creating a custom report type. The user lookup fields can be added to a new section. The fields in the section will be grouped together in the list of fields for selection when creating a new report.

Salesforce Reference Link

Objective: Data and Analytics Management

Detailed Objective: Given a scenario, determine the appropriate analytic tools to meet complex reporting requirements



Question 43:

PROVIDE FEEDBACK

Bright Paints has a queue devoted to storing Cases that contain information from customers that reported problems with their products. Once these cases arrive in this queue, Support Management wants emails to automatically alert agents that a new case has arrived, and they need to respond to the customer. What is the best solution to enable this?

Choose 1 answer.

- ***A. Adjust the configuration of the queue to send emails to all members of the queue when new records are placed in the queue***
- B. Adjust the related lists to send emails
- C. Create a formula field that will send emails
- D. Using Process Builder, create a process that sends an email alert when new Cases come into the queue

Correct

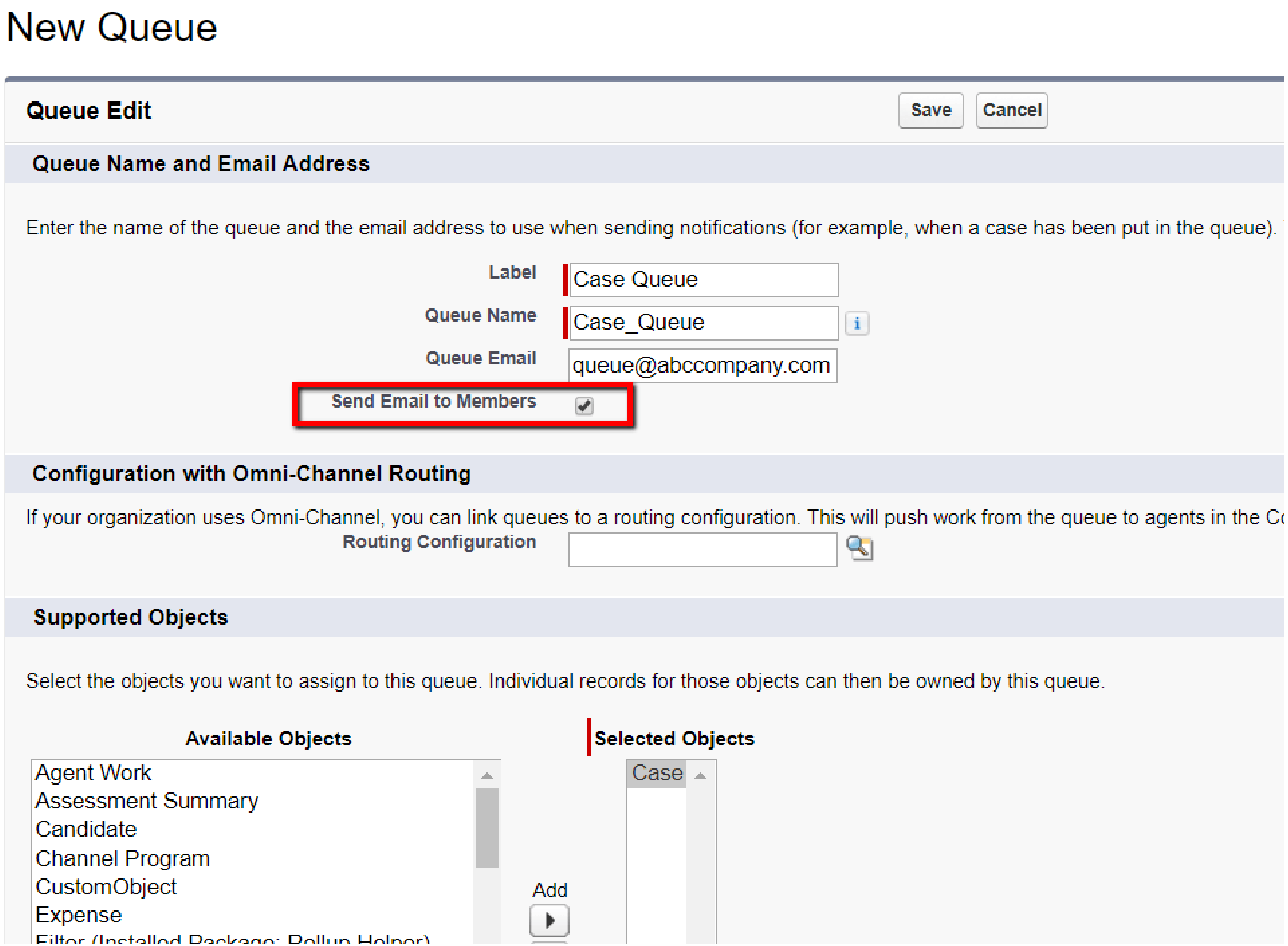
Process Builder has the capability to create an automated process that sends an email alert. However, Salesforce already has the native functionality to email queue members when a new record is assigned to a queue. Instead of creating a new process, the existing functionality can be used.

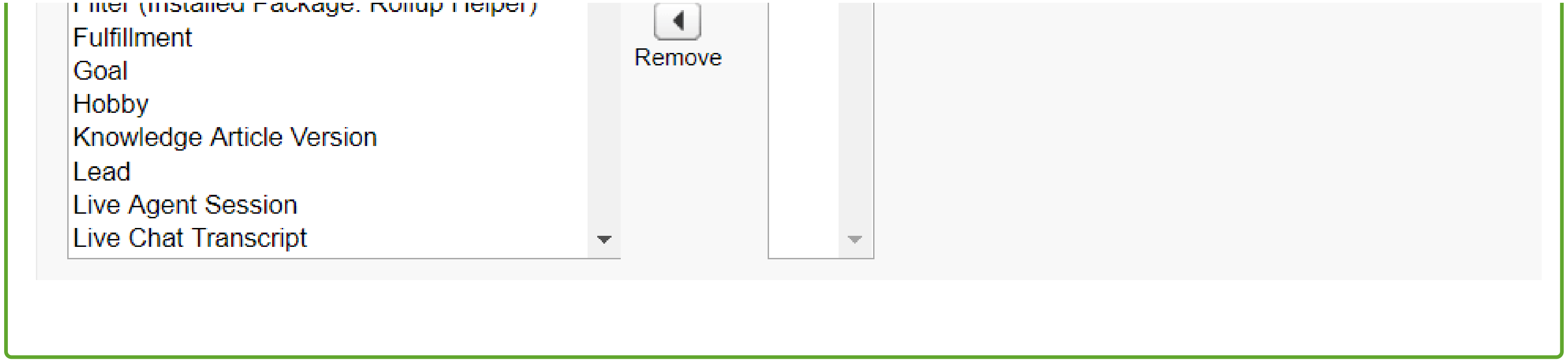
Salesforce Reference Link

Take Notes

Objective: Process Automation

Detailed Objective: Given a complex scenario, determine the solution using the best tool, or combination of tools to solve a business problem





Take Notes

Question 44:

PROVIDE FEEDBACK

The administrator of Cosmic Solutions has created a joined report to show accounts with open cases. A sales manager would like to see this data on his dashboard in Lightning Experience. How can the administrator meet this requirement?

Choose 1 answer.

- ***A. Add a chart to the joined report, and then add the report as a data source to a dashboard component***
- B. Create a matrix report that shows the same data and add it as a data source to a dashboard component
- C. Create a summary report that shows the same data and add it as a data source to a dashboard component
- D. Create a tabular report that shows the same data and add it as a data source to a dashboard component

Correct

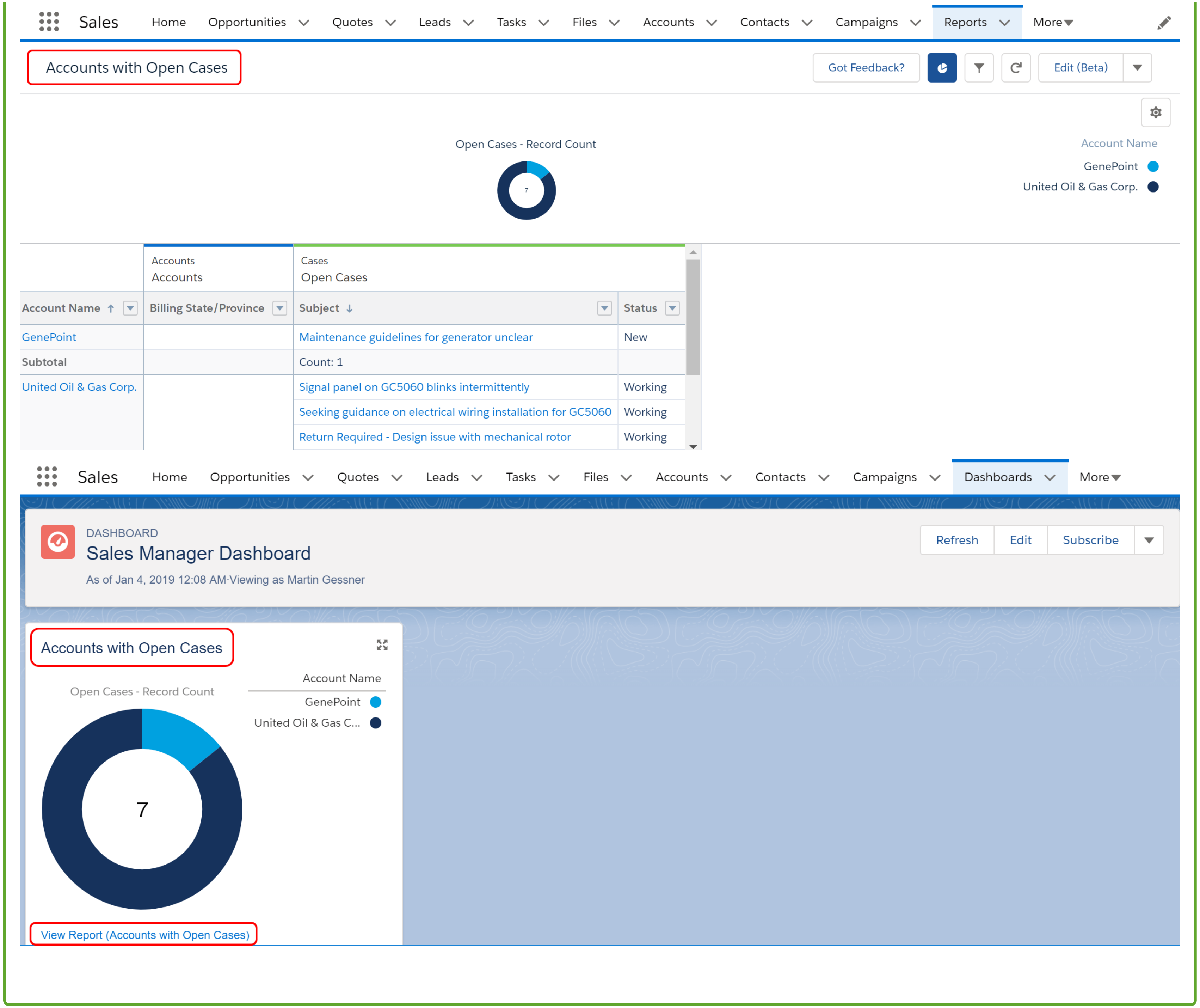
Joined reports are available in Lightning Experience and can be used as the data source of a dashboard component if the report contains a chart. There is no need to create a separate tabular, summary, or matrix report for this requirement.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Data and Analytics Management

Detailed Objective: Given a scenario, determine the appropriate analytic tools to meet complex reporting requirements

Take Notes


Sales
Home
Opportunities
Quotes
Leads
Tasks
Files
Accounts
Contacts
Campaigns
Reports
More
Accounts with Open Cases
Got Feedback?
Edit (Beta)
Open Cases - Record Count
Account Name
GenePoint
United Oil & Gas Corp.
Accounts
Accounts
Cases
Open Cases
Account Name
Billing State/Province
Subject
Status
GenePoint
Maintenance guidelines for generator unclear
New
Subtotal
Count: 1
United Oil & Gas Corp.
Signal panel on GC5060 blinks intermittently
Working
Seeking guidance on electrical wiring installation for GC5060
Working
Return Required - Design issue with mechanical rotor
Working
Sales
Home
Opportunities
Quotes
Leads
Tasks
Files
Accounts
Contacts
Campaigns
Dashboards
More
DASHBOARD
Sales Manager Dashboard
As of Jan 4, 2019 12:08 AM·Viewing as Martin Gessner
Refresh
Edit
Subscribe
Accounts with Open Cases
Account Name
Open Cases - Record Count
GenePoint
United Oil & Gas C...
7
View Report (Accounts with Open Cases)

Question 45:

PROVIDE FEEDBACK

A many-to-many relationship has been created between the Project and Team Member. A custom field on the Team Member record indicates if the Team Member is available for assignment to a project. What is the best way to ensure that only Team Members that are available for the assignment can be added as Project Team Members?

Take Notes

Choose 1 answer.

A. Create a workflow rule on the junction object

B. Create a lookup filter on the 'Team Member' master-detail relationship field on the junction object

C. Create a lookup filter on the 'Project' master-detail relationship field on the junction object

D. Create an Apex trigger to check the availability of the Team Member, which runs before saving the junction record

Correct

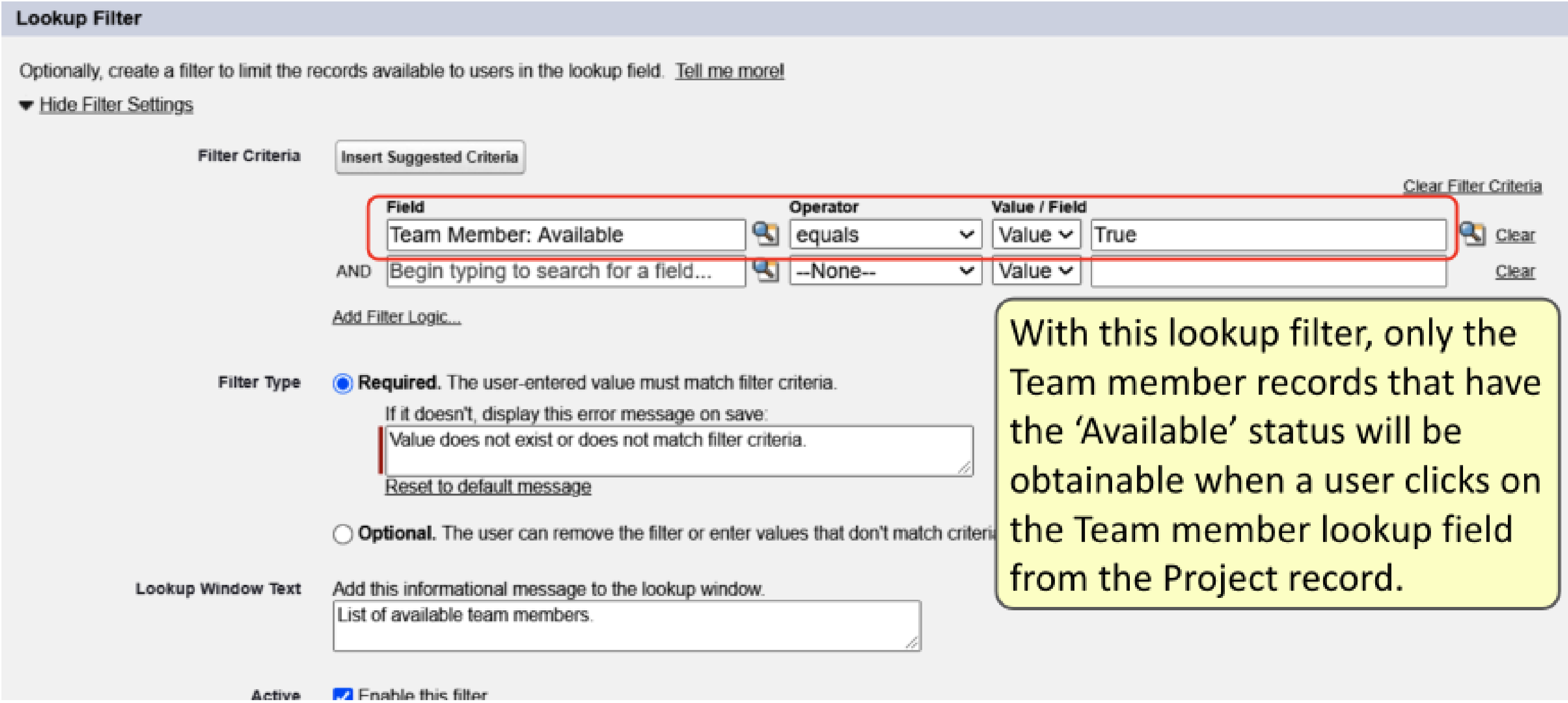
Lookup filters can be defined in the master-detail relationship fields on junction objects. In this case, a filter could be added to only show Team Members that are available.

A Lookup filter should be made on the Team Member object and not on the Project object. A workflow rule is not a suitable solution for the requirement of filtering records. Lastly, the Apex trigger could work but a declarative solution is preferred.

Salesforce Reference Link

Objective: Objects and Applications

Detailed Objective: Given a scenario, determine the appropriate solution to enhance or extend objects. (master-detail, lookup, junction object, related list, record type, schema builder, and object creator).



Question 46:

PROVIDE FEEDBACK

Cosmic Supermart has an online store that allows customers to place bulk orders for various types of products. A bulk order is almost always dispatched in multiple shipments, so a master-detail relationship has been defined between two custom objects, 'Sales Order' and 'Shipment'. A master-detail relationship field has been defined on another custom object named 'Delivery' to the 'Shipment' object. This object is used to store tracking information and indicates a particular shipment's delivery status. Which steps would be required to display the number of delivered shipments on each sales order record in Salesforce?

Take Notes

Choose 2 answers.

- [ ] A. Create a custom field on the 'Sales Order' object and use Process Builder to update the field with the number of delivered shipments.
- [x] ***B. Create a custom field on the 'Shipment' object and use a flow to update it with the shipment status from the related delivery record.***
- [x] ***C. Create a roll-up summary field on the 'Sales Order' object to display the number of delivered shipments.***
- [x] D. Create a roll-up summary field on the 'Shipment' object to obtain the number of delivered shipments associated with a sales order.

Incorrect

For this requirement, a flow can be created on the 'Delivery' object to update a custom checkbox field on a parent shipment record based on its related delivery record status. A roll-up summary field can be created on the 'Sales

Order' object to display the number of shipment records that have the checkbox field ticked.

A roll-up summary field created on the 'Shipment' object cannot obtain the overall number of delivered shipments associated with a sales order; only the number of "deliveries" relating to a Shipment record can be calculated. It is because "Shipment" is a detail object of the "Sales Order" object. On the other hand, "Shipment" is the master of the "Delivery" object.

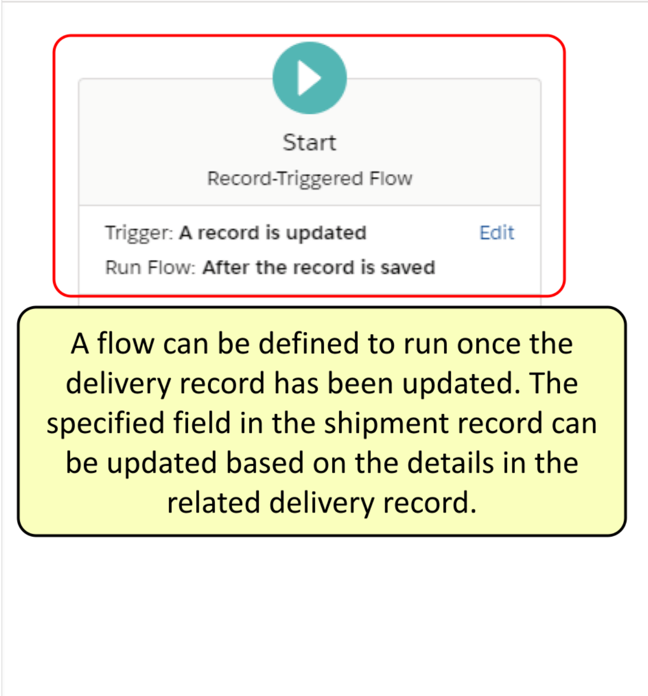
Although Process Builder can be used for this requirement, Salesforce now recommends using flows because of its many benefits over other declarative tools.

Reference Link
Reference Link 2

Objective: Process Automation
Detailed Objective: Given a complex scenario, determine the solution using the best tool, or combination of tools to solve a business problem

Screenshots

Take Notes



Take Notes

Question 47:

PROVIDE FEEDBACK

Cosmic Innovations is a US-based company, planning to start marketing and selling its products in Europe. It will not establish an office in Europe. It will be using Salesforce to record leads and manage sales opportunities. Which of the following would a data architect need to consider to ensure compliance with GDPR regulations?

Choose 1 answer.

A. Any data collected related to European individuals that become inactive, will need to be deleted after 3 years

B. All data collected related to European prospects or customers will need to be encrypted

C. All personal and sensitive data will need to be protected

D. GDPR regulations will not apply as Cosmic Innovations will not establish an office in Europe

Take Notes

Correct

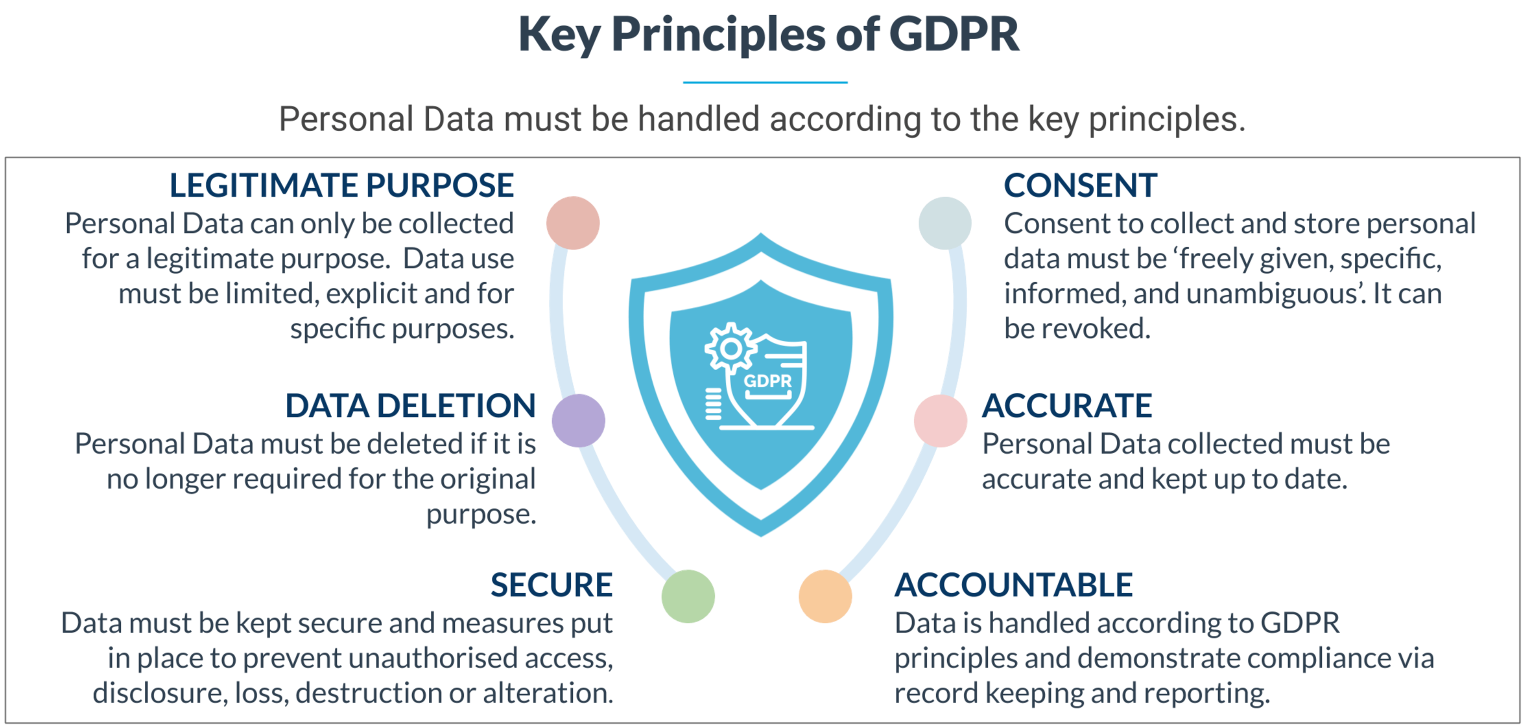
GDPR is a data protection law that defines how personal information regarding EU individuals needs to be handled. It applies if an organization contracts with an EU individual or business regardless if the organization has a physical presence in the EU.

Any personal data that is collected by the organization, whether it relates to EU individuals or non-EU individuals, will need to be identified, classified, and protected. As part of classifying data, a data retention policy should be created to define how long data will be kept before it is deleted. No regulation states the exact time frame after which data needs to be deleted. It is up to each organization to define based on the business and demonstrate that there is a legitimate purpose for storing and retaining the data.

Reference Link
Reference Link 2

Objective: Auditing and Monitoring
Detailed Objective: Explain how to ensure sensitive data is setup to support a business/legal/compliance use case in production and sandbox environments.

Screenshots



Take Notes

Question 48:

PROVIDE FEEDBACK

The sales and support agents of Cosmic Supermarket frequently create account records manually in Salesforce. If the 'Billing State' of a new account is 'New York', then an email should be sent immediately to the manager of the account owner. In addition, a new task should be created and assigned to the account owner to reach out to the primary contact associated with the account. However, the task should only be created one week after the creation of the account. A Salesforce Administrator has decided to build a record-triggered flow for this requirement. What can be added to the flow to create the task record at a dynamically scheduled time?

Choose 1 answer.

- A. Apex Action
- ✓ ***B. Scheduled Path***
- C. Trigger
- D. Time-Dependent Action

Correct

A part of a record-triggered flow can be run at a dynamically scheduled time after the triggering event occurs by adding a scheduled path to the flow. To meet this requirement, a scheduled path can be added and connected to a 'Create Records' element to create a task record seven days after the Created Date of a new account record. An email alert can be sent to the account owner's manager immediately.

Using Apex is not necessary to schedule the creation of the task record. It is not possible to add a trigger to the flow. Time-dependent actions are available in workflow rules to schedule the execution of field updates, email alerts, task creation, or outbound messaging.

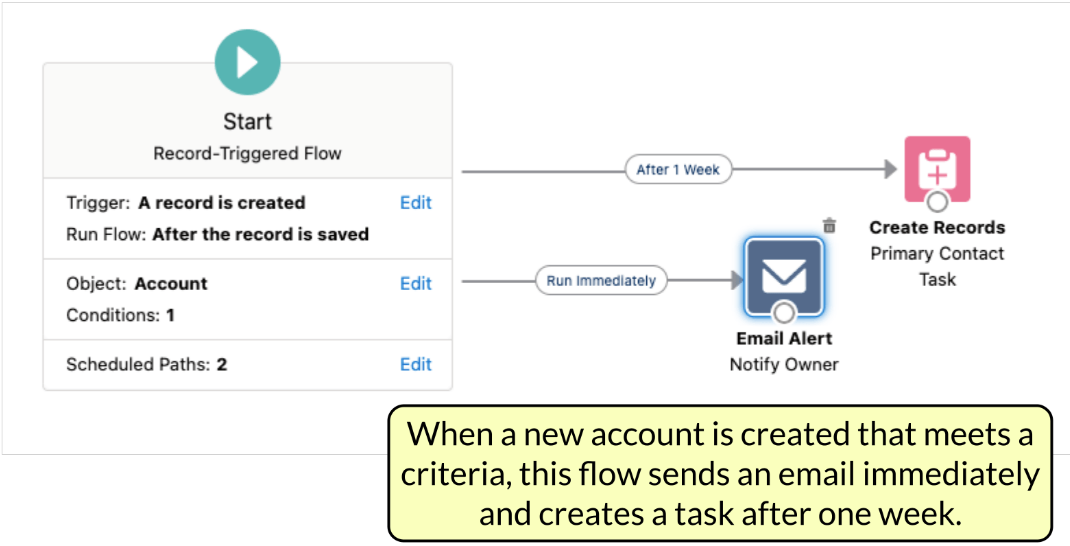
Salesforce Reference Link

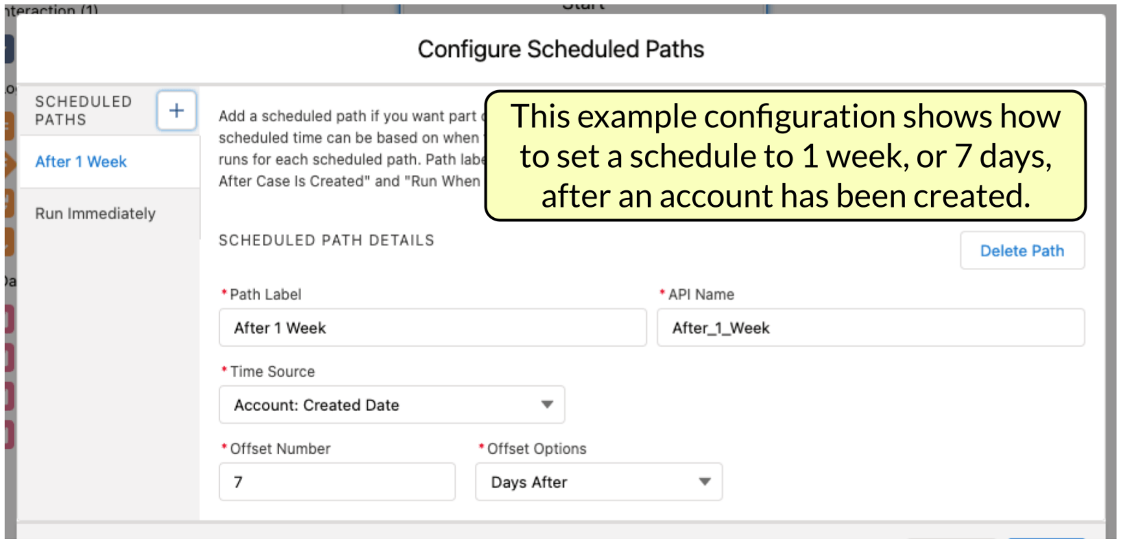
Take Notes

Objective: Process Automation

Detailed Objective: Given a complex scenario, determine the solution using the best tool, or combination of tools to solve a business problem

Take Notes


Start
Record-Triggered Flow
Trigger: A record is created
Run Flow: After the record is saved
Edit
Object: Account
Conditions: 1
Edit
Scheduled Paths: 2
Edit
After 1 Week
Create Records
Primary Contact
Task
Run Immediately
Email Alert
Notify Owner
When a new account is created that meets a criteria, this flow sends an email immediately and creates a task after one week.


Configure Scheduled Paths
SCHEDULED PATHS
After 1 Week
Run Immediately
This example configuration shows how to set a schedule to 1 week, or 7 days, after an account has been created.
SCHEDULED PATH DETAILS
Delete Path
*Path Label
After 1 Week
*API Name
After_1_Week
*Time Source
Account: Created Date
*Offset Number
7
*Offset Options
Days After

Take Notes

Take Notes

Question 49:

PROVIDE FEEDBACK

Smart Finance is using the Data Import Wizard to import contacts. The Salesforce Administrator has chosen to match by email to prevent duplicates. However, if there is data in the file that matches an existing record, they would like to update the existing record in Salesforce. Which action should be chosen?

Choose 1 answer.

A. Do not insert new records and do not update existing records

B. Do not update existing records and only insert new records

C. Update existing records and do not insert any new records

✓ ***D. Update existing records and insert new records***

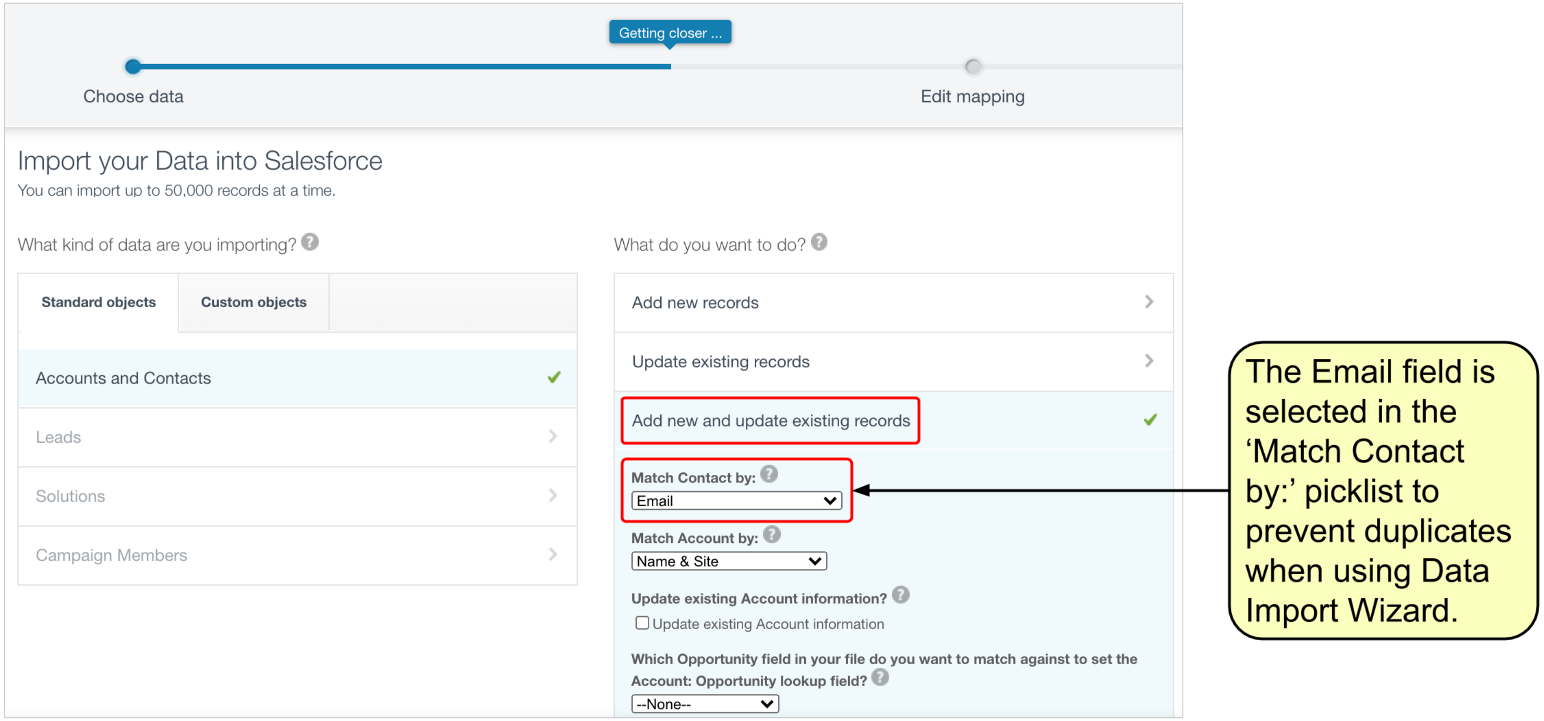
Correct

Since new records have to be inserted, but existing records have to be updated if a match is found based on the email address, the option 'Add new and update existing records' should be used.

Salesforce Reference Link

Objective: Data and Analytics Management

Detailed Objective: Given a scenario, identify the appropriate tools and methods for importing data into Salesforce. (data import wizard, data loader, and external ID).



Take Notes

Question 50:

PROVIDE FEEDBACK

Bright Paints tracks Positions using a custom object. Position records should not be visible to users other than the record owners, except if the status is 'Under Consideration'. How can this requirement be fulfilled?

Take Notes

Choose 1 answer.

A. Set the Organization-Wide Default Setting to 'Public Read Only' on the 'Position' object and add a sharing rule to share 'Position' records with all users based on the value of the status field

B. Use Apex Managed Sharing

C. Set the Organization-Wide Default Setting to 'Private' on the 'Position' object and add criteria-based sharing rules to share position records with all users based on the value of the status field

D. Use Manual Sharing

Correct

For the given scenario, the Organization-Wide Default Setting of the Position object must be set to 'Private'. Hence, the records are only visible to owners, and a sharing rule can be created based on criteria for which the value of the status field can be used.

'Public Read Only' would grant read access to everyone by default. Manual sharing is used for sharing individual records. 'Apex Managed Sharing' is a more complex solution and requires knowledge of Apex or Flow. It can be used to meet the requirement, but if available, the simplest or out-of-the-box method is always preferred.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Security and Access
Detailed Objective: Given a scenario, determine the implications to record and field data access

Take Notes

SETUP

Sharing Settings

Claim	Public Read/Write	Private
Employee	Controlled by Parent	Controlled by Parent
Energy Audit	Public Read/Write	Public Read/Write
Extra Fee	Private	Private
Favorite	Public Read/Write	Public Read/Write
Inquiry	Public Read/Write	Private
Inventory	Public Read/Write	Private
Orbit Preferred Account	Public Read/Write	Private
Populate (Deprecated)	Public Read/Write	Private
Position	Private	Private
PreQual	Public Read/Write	Private
Property	Public Read/Write	Public Read/Write
Requisition Form	Public Read/Write	Private

SETUP

Sharing Settings

Setup

Position Sharing Rule

Use sharing rules to make automatic exceptions to your organization-wide sharing settings for defined sets of users.

Note: "Roles and subordinates" includes all users in a role, and the roles below that role. This includes portal roles that may give access to users outside the organization.

You can use sharing rules only to grant wider access to data, not to restrict access.

Step 1: Rule Name

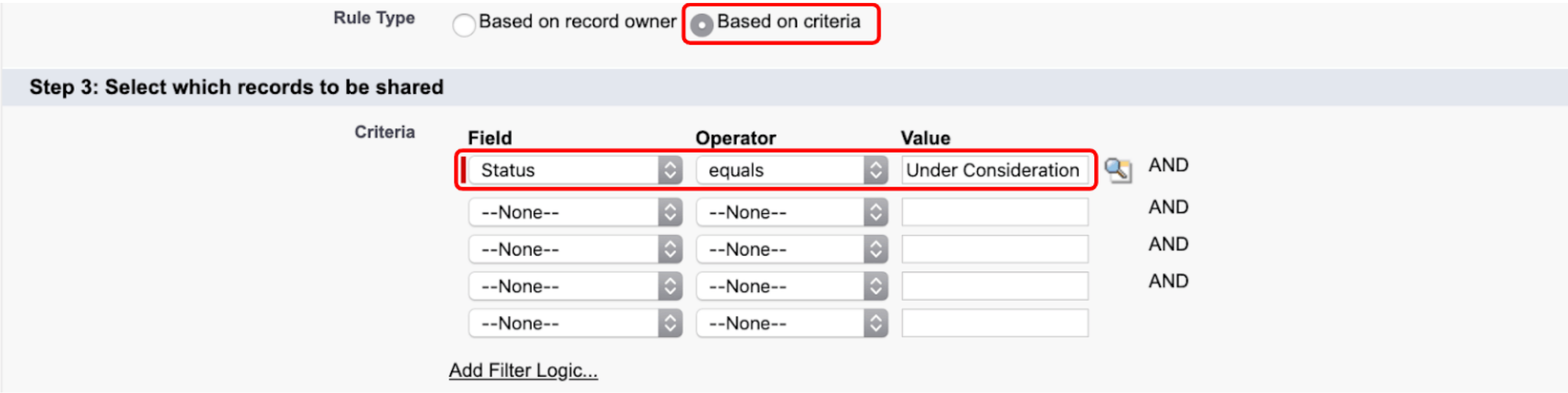
Label: Position Sharing Rule

Rule Name: Position_Sharing_Rule

Description:

Step 2: Select your rule type

Take Notes



Question 51:

Which of the following statements about Forecasts and Opportunities is true?

Choose 1 answer.

- A. Forecast and Opportunity are not linked.
- B. Forecasts cannot be customized, the relationship is already set up in Salesforce.
- ✔ ***C. The Forecasts tab automatically calculates based on Opportunity data.***
- D. Whenever a Forecast changes, new Forecast records need to be created or deleted.

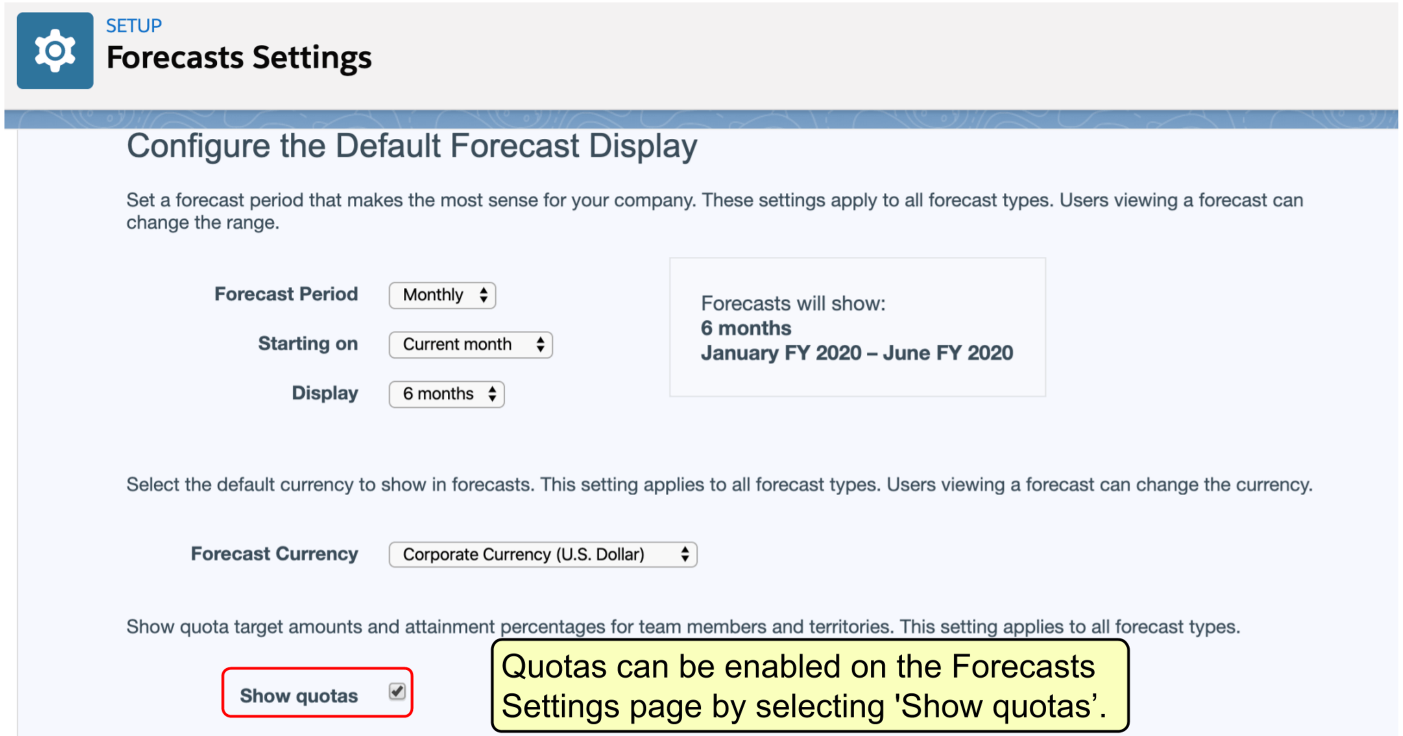
Correct

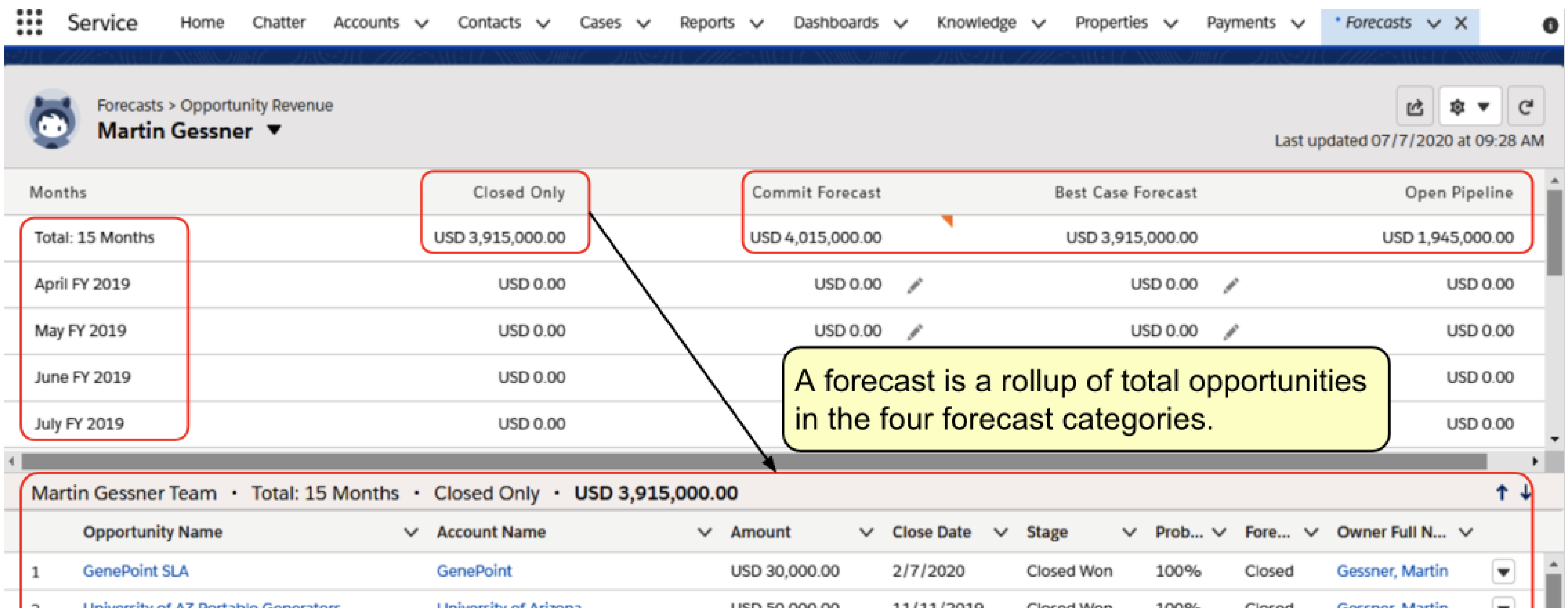
Forecasts and Opportunities are inherently linked. Unlike any other Salesforce tab, Forecasts will immediately calculate based on Opportunity record information. Because this happens automatically, Forecast records do not have to be manually created. Forecasts can be customized based on the requirements such as set the forecast period (i.e. quarterly, monthly), or calculate based on product quantity, etc.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Cloud Applications
Detailed Objective: Distinguish and understand the implications and capabilities of Forecasting and Territory Management

Take Notes


SETUP
Forecasts Settings
Configure the Default Forecast Display
Set a forecast period that makes the most sense for your company. These settings apply to all forecast types. Users viewing a forecast can change the range.
Forecast Period
Monthly
Starting on
Current month
Display
6 months
Forecasts will show:
6 months
January FY 2020 – June FY 2020
Select the default currency to show in forecasts. This setting applies to all forecast types. Users viewing a forecast can change the currency.
Forecast Currency
Corporate Currency (U.S. Dollar)
Show quota target amounts and attainment percentages for team members and territories. This setting applies to all forecast types.
Show quotas
Quotas can be enabled on the Forecasts Settings page by selecting 'Show quotas'.


Service
Home
Chatter
Accounts
Contacts
Cases
Reports
Dashboards
Knowledge
Properties
Payments
* Forecasts
Forecasts > Opportunity Revenue
Martin Gessner
Last updated 07/7/2020 at 09:28 AM
Months
Closed Only
Commit Forecast
Best Case Forecast
Open Pipeline
Total: 15 Months
USD 3,915,000.00
USD 4,015,000.00
USD 3,915,000.00
USD 1,945,000.00
April FY 2019
May FY 2019
June FY 2019
July FY 2019
USD 0.00
A forecast is a rollup of total opportunities in the four forecast categories.
Martin Gessner Team • Total: 15 Months • Closed Only • USD 3,915,000.00
Opportunity Name
Account Name
Amount
Close Date
Stage
Prob...
Fore...
Owner Full N...
1
GenePoint SLA
GenePoint
USD 30,000.00
2/7/2020
Closed Won
100%
Closed
Gessner, Martin

2	University of AZ Portable Generators	University of Arizona	USD 50,000.00	11/11/2019	Closed Won	100%	Closed	Gessner, Martin
3	Edge Installation	Edge Communications	USD 50,000.00	12/2/2019	Closed Won	100%	Closed	Gessner, Martin
4	Edge SLA	Edge Communications	USD 60,000.00	10/28/2019	Closed Won	100%	Closed	Gessner, Martin

Take Notes

Question 52:

PROVIDE FEEDBACK

Cosmic Freight Solutions uses Accounts and Contacts to manage companies and individuals who work for them. Sometimes there is a need to store information about individuals who work for more than one company. If a contact works for more than one company, a sales representative creates multiple contact records and relates each record to a different account. This results in duplicate contact records in Salesforce. A sales cloud consultant has suggested the use of 'Contacts to Multiple Accounts' to avoid duplication of contact records. Which of the following are important considerations related to this feature?

Choose 2 answers.

- [ ] A. The 'Accounts' related list on a contact record can be used to create an indirect relationship between the contact and an account record.
- [ ] B. A direct relationship can be established between a contact and any secondary accounts.
- [x] ***C. The 'Related Contacts' related list on an account record can be used to create an indirect relationship between the account and a contact record.***

D. When using 'Contacts to Multiple Accounts', each contact requires a primary account.

Correct

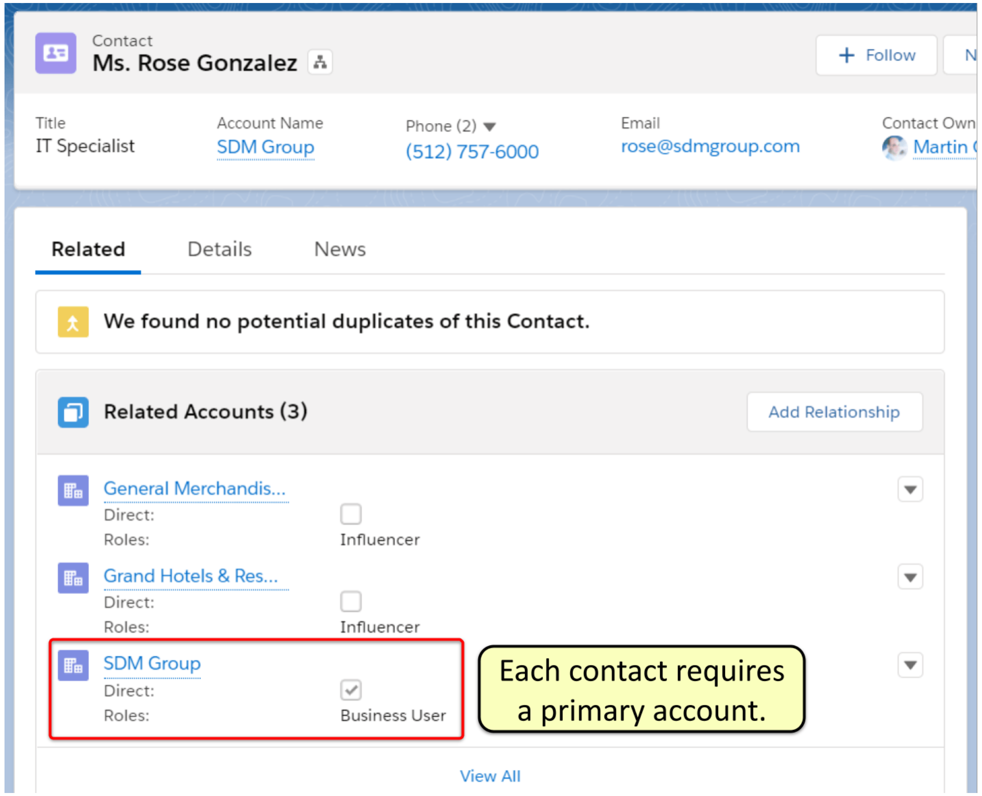
The 'Contacts to Multiple Accounts' feature allows associating a contact with multiple accounts, but each contact still requires a primary account, which is specified in the 'Account Name' field on the contact record. A direct relationship is established between a contact and its primary account. An indirect relationship is established between a contact and any secondary accounts.

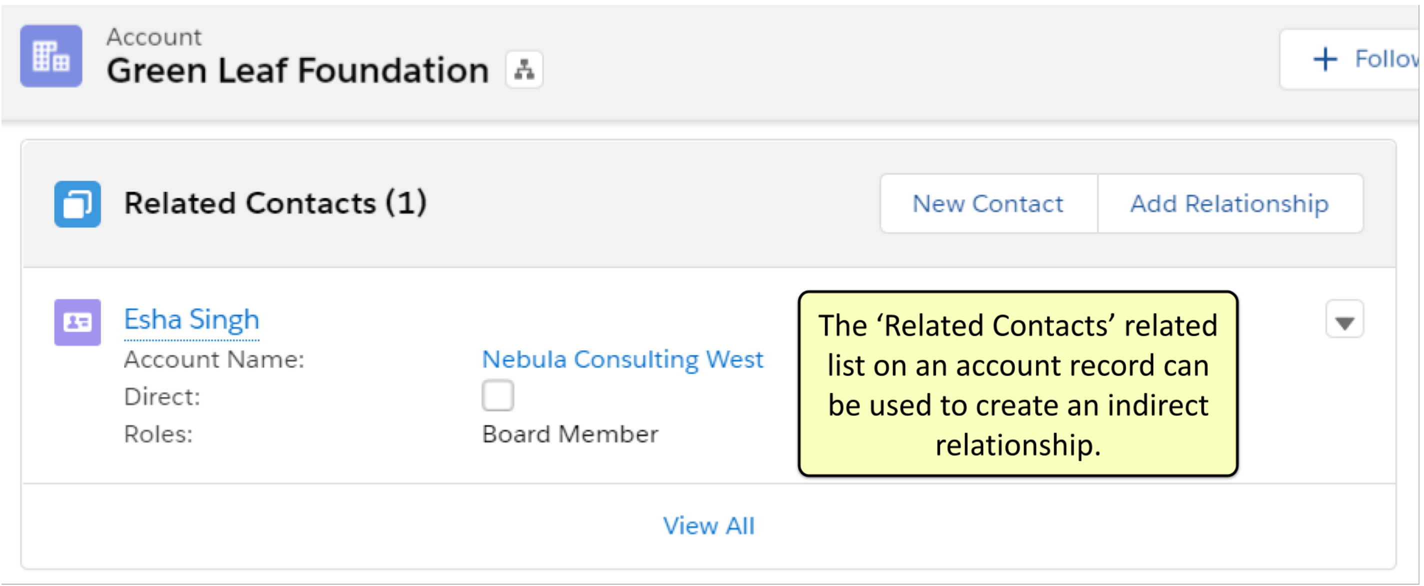
The 'Related Contacts' related list on an account record can be used to create an indirect relationship. Similarly, it is the 'Related Accounts' related list and not the 'Accounts' related list that can be used on a contact record to create the relationship.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Security and Access
Detailed Objective: Compare and contrast the capabilities of a complex business model. (Person accounts, Account, Contacts, and Contact to multiple Accounts.)

Take Notes


Contact
Ms. Rose Gonzalez
+ Follow
Title
IT Specialist
Account Name
SDM Group
Phone (2)
(512) 757-6000
Email
rose@sdmgroup.com
Related
Details
News
We found no potential duplicates of this Contact.
Related Accounts (3)
Add Relationship
General Merchandis...
Direct:
Roles:
Influencer
Grand Hotels & Res...
Direct:
Roles:
Influencer
SDM Group
Direct:
Roles:
Business User
Each contact requires a primary account.
View All


Account
Green Leaf Foundation
Related Contacts (1)
New Contact
Add Relationship
Esha Singh
Account Name:
Nebula Consulting West
Direct:
Roles:
Board Member
The 'Related Contacts' related list on an account record can be used to create an indirect relationship.
View All

Take Notes

Question 53:

PROVIDE FEEDBACK

Acme Corporation is making the switch to Lightning Experience. The administrator is tasked with creating different pages to fulfill business requirements. What pages are available to create with the Lightning App Builder?

Choose 3 answers.

- [ ] A. Default Landing Page
- [x] ***B. Record Page***
- [ ] C. List Page
- [x] ***D. Home Page***
- [x] ***E. App Page***

Correct

The Lightning App Builder can be used to create an App Page, Home Page, Record Page, or Embedded Service Page. 'Default Landing Page' and 'List Page' are not available options when creating pages using Lightning App Builder.

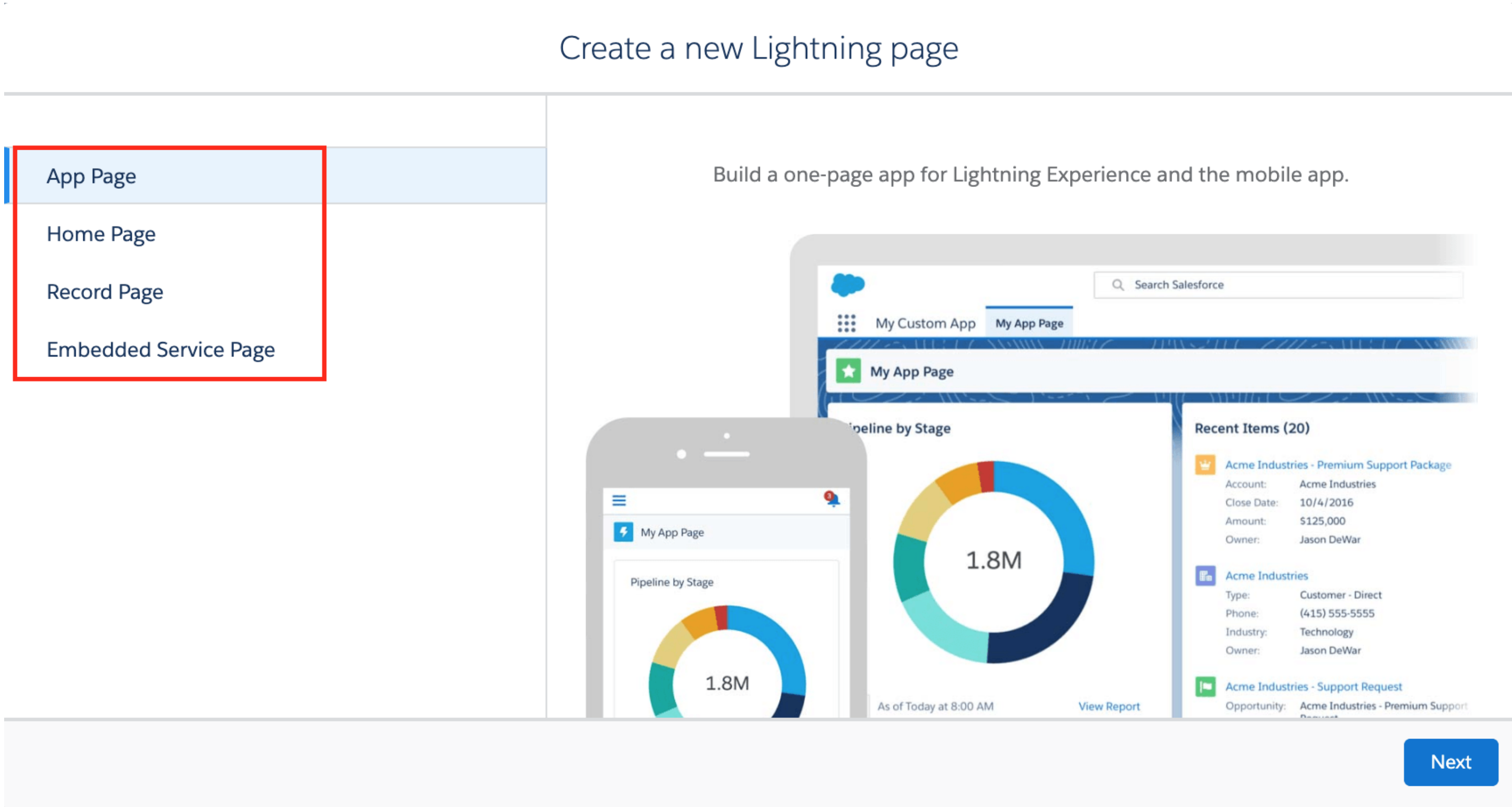
Salesforce Reference Link

Salesforce Reference Link 2

Objective: Objects and Applications

Detailed Objective: Given a scenario, determine the appropriate solution to enhance or extend the UI/UX with applications. (app manager, lightning app builder, dynamic forms, standard lightning page components, console, and lightning page analyze button.)

Take Notes



Take Notes

Question 54:

PROVIDE FEEDBACK

When an organization uses a private sharing model and has enabled Enterprise Territory Management, which of the following default access levels can be specified for contacts?

Choose 3 answers.

- [x] ***A. View all contacts associated with accounts in the territory regardless of the record owner***
- [ ] B. View, Edit, and Delete all contacts associated with accounts in the territory regardless of the record owner
- [x] ***C. No Access to the contacts that they do not own***
- [x] ***D. View and Edit all contacts associated with accounts in the territory regardless of the record owner***
- [ ] E. View, Edit, Transfer, and Delete all contacts associated with accounts in the territory regardless of the record owner

Take Notes

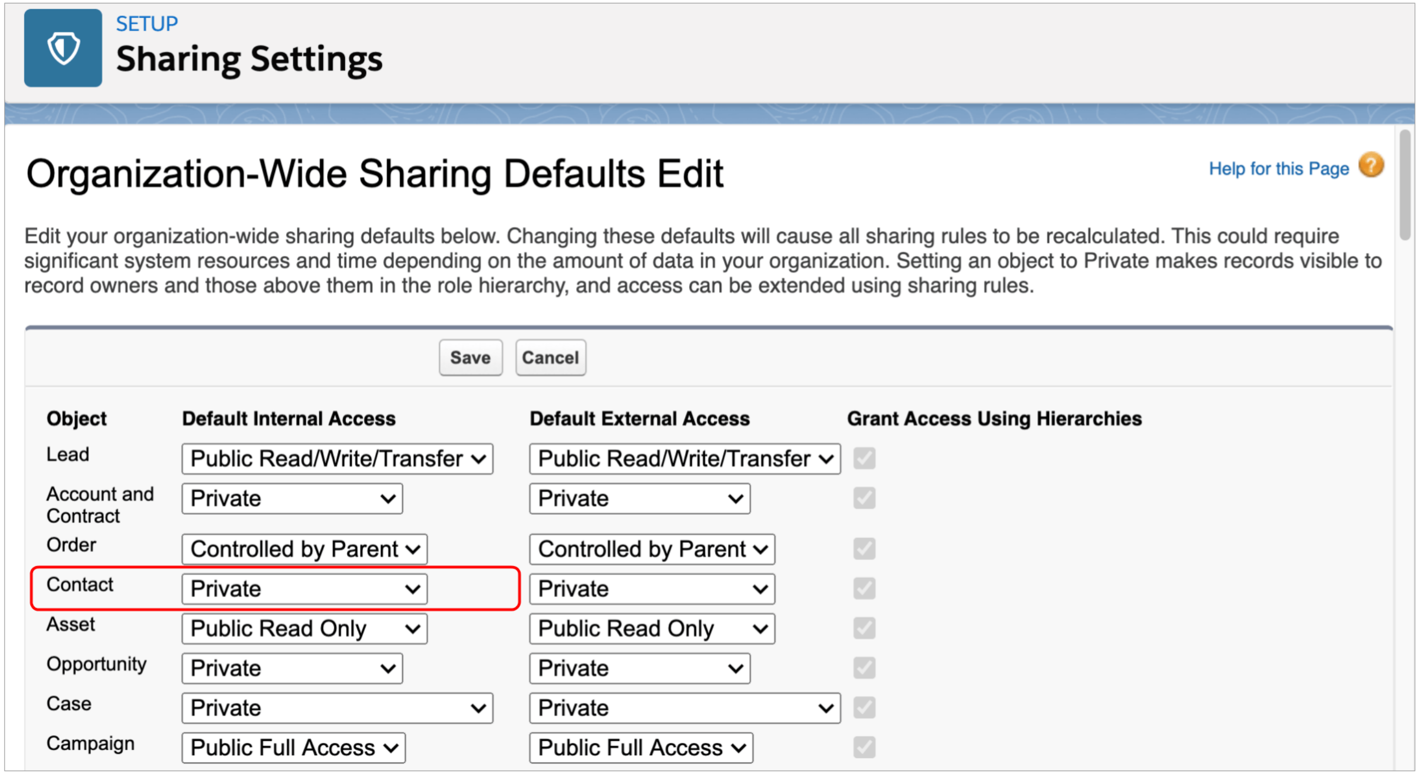
Correct

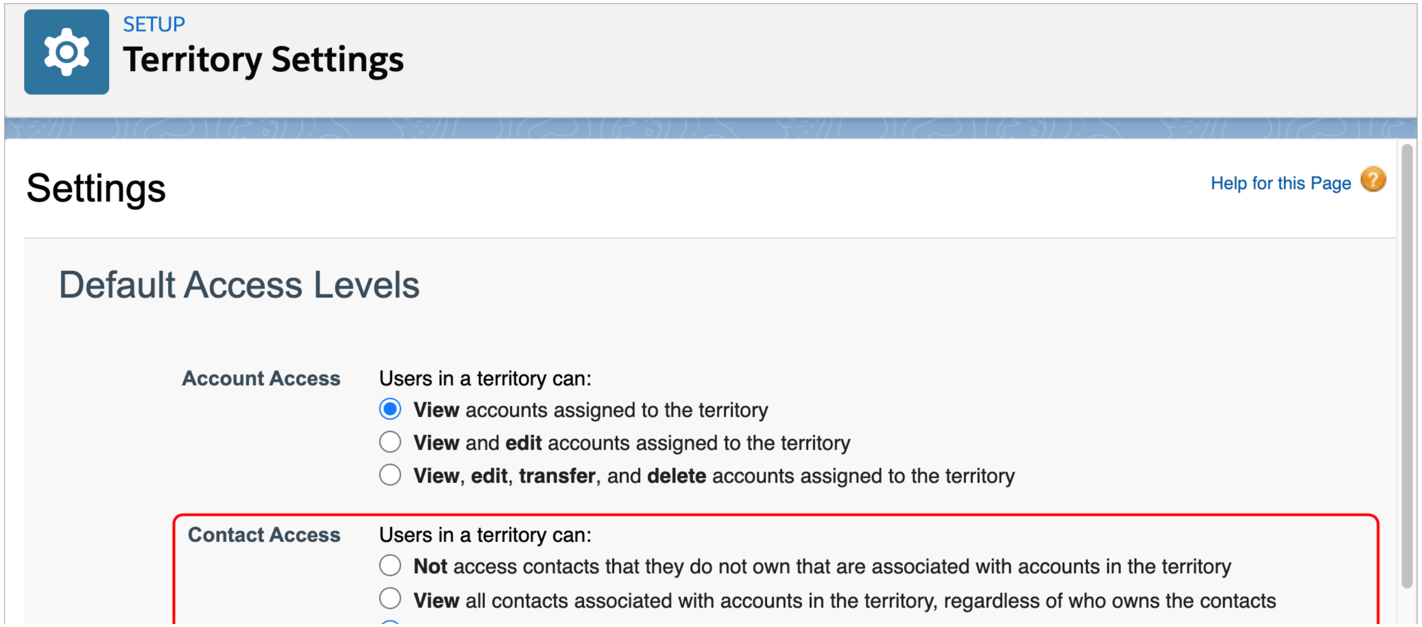
In Enterprise Territory Management, when a private sharing model is used for the Contact object, the default access levels for contact records can only be set to 'No access to the contacts that they do not own', 'View all contacts associated with accounts in the territory regardless of the record owner', or 'View and Edit all contacts associated with accounts in the territory regardless of the record owner'.

Salesforce Reference Link

Objective: Security and Access
Detailed Objective: Given a scenario, determine the implications to record and field data access (Sharing model, controlled by parent, grant access by hierarchies, dashboard and report folders access, email folder access, Territory Management).

Take Notes


SETUP
Sharing Settings
Organization-Wide Sharing Defaults Edit
Help for this Page
Edit your organization-wide sharing defaults below. Changing these defaults will cause all sharing rules to be recalculated. This could require significant system resources and time depending on the amount of data in your organization. Setting an object to Private makes records visible to record owners and those above them in the role hierarchy, and access can be extended using sharing rules.
Save
Cancel
Object
Default Internal Access
Default External Access
Grant Access Using Hierarchies
Lead
Public Read/Write/Transfer
Public Read/Write/Transfer
Account and Contract
Private
Private
Order
Controlled by Parent
Controlled by Parent
Contact
Private
Private
Asset
Public Read Only
Public Read Only
Opportunity
Private
Private
Case
Private
Private
Campaign
Public Full Access
Public Full Access


SETUP
Territory Settings
Settings
Help for this Page
Default Access Levels
Account Access
Users in a territory can:
View accounts assigned to the territory
View and edit accounts assigned to the territory
View, edit, transfer, and delete accounts assigned to the territory
Contact Access
Users in a territory can:
Not access contacts that they do not own that are associated with accounts in the territory
View all contacts associated with accounts in the territory, regardless of who owns the contacts

View and **edit** all contacts associated with accounts in the territory, regardless of who owns the contacts

Take Notes

Question 55:

PROVIDE FEEDBACK

An administrator is defining a lookup relationship between two custom objects. The lookup relationship field on the child object should be optional. Which of the following behaviors are possible if the lookup record is deleted?

Choose 3 answers.

- [x] ***A. The deletion of the lookup record can be restricted.***
- [x] ***B. The value of the lookup field can be cleared.***
- [x] ***C. The record that is related to the lookup record can be deleted.***
- [ ] D. A prompt can be displayed to enter another lookup record.
- [ ] E. A default value can be entered in the lookup field.

Correct

If the lookup field is optional, it is possible to specify one of three behaviors to occur if the lookup record is deleted:

1) Clear the value of this field.

2) Don't allow deletion of the lookup record that's part of a lookup relationship.

3) Delete this record also.

The third option can result in a cascade-delete and is only available by contacting Salesforce.

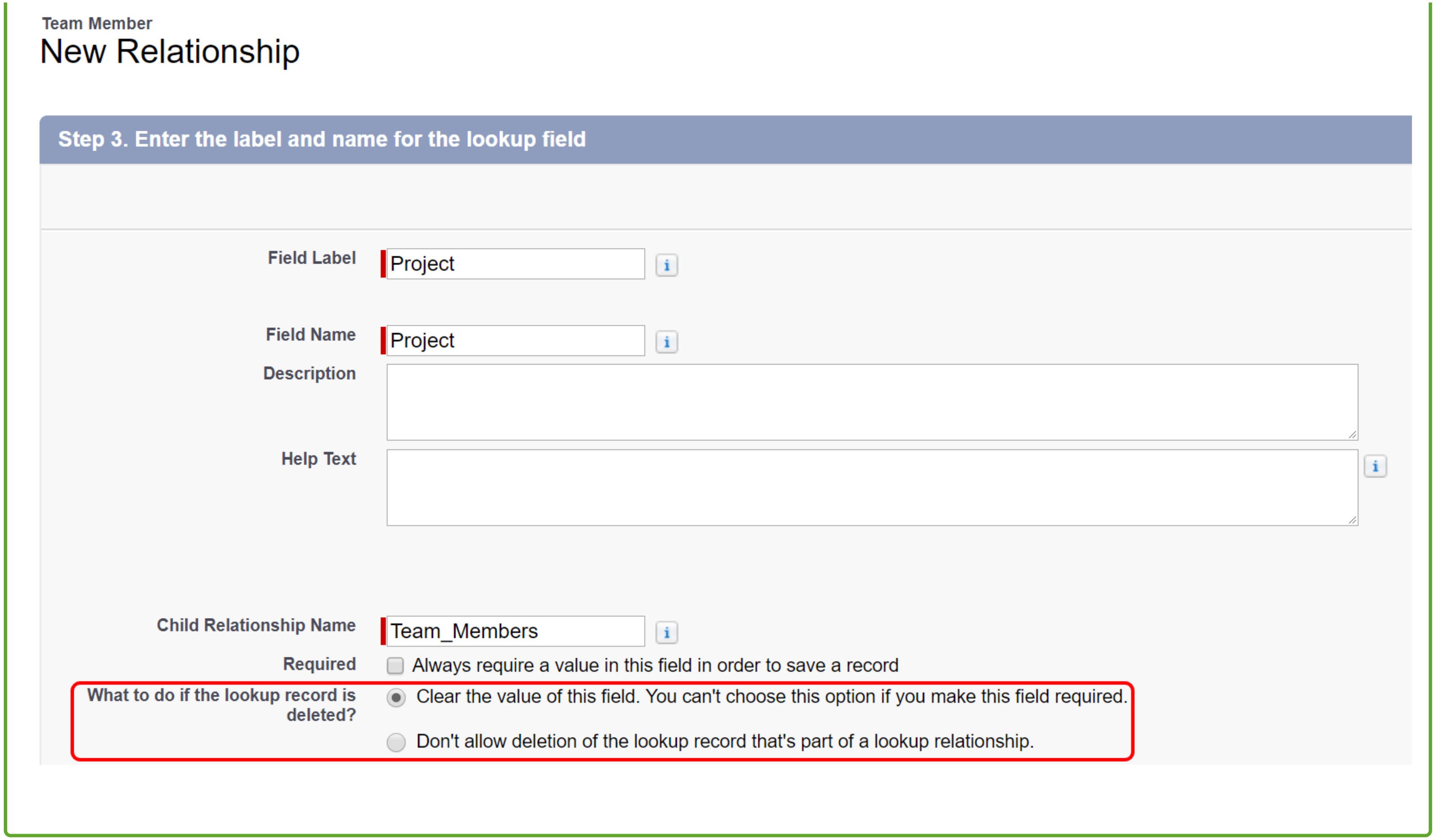
It is not possible to use a default value or display a prompt for the user when a lookup record is deleted.

Salesforce Reference Link

Objective: Objects and Applications

Detailed Objective: Given a scenario, determine the appropriate solution to enhance or extend objects. (master-detail, lookup, junction object, related list, record type, schema builder, and object creator).

Take Notes



Take Notes

Question 56:

PROVIDE FEEDBACK

A Salesforce Administrator added a new field to the Opportunity object. Which of the following statements about report types are correct?

Choose 2 answers.

- A. The new field will be automatically added to all existing custom report types.
- ***B. The new field will be automatically added to all existing standard Opportunity report types.***
- C. The new field cannot be added to the existing Opportunities with Accounts report type.
- ***D. The new field will be automatically added to the existing Opportunities with Products report type.***

Incorrect

Newly created custom fields are automatically added to standard report types for the object (Opportunity in this scenario). Opportunities with Products is a standard report type so the new field will be auto-added.

Opportunities with Accounts is not a standard report type, but the new custom field can be inserted into it. If a new custom report type is created after a custom field was created, the new field will automatically be included within the new custom report type. Additionally, a new field can be automatically inserted into an already existing custom report type if 'Auto add new custom fields to custom report type layouts' has been enabled. However, it wouldn't be inserted into all existing custom report types, only on custom report types that are based on the object where the custom field has been added.

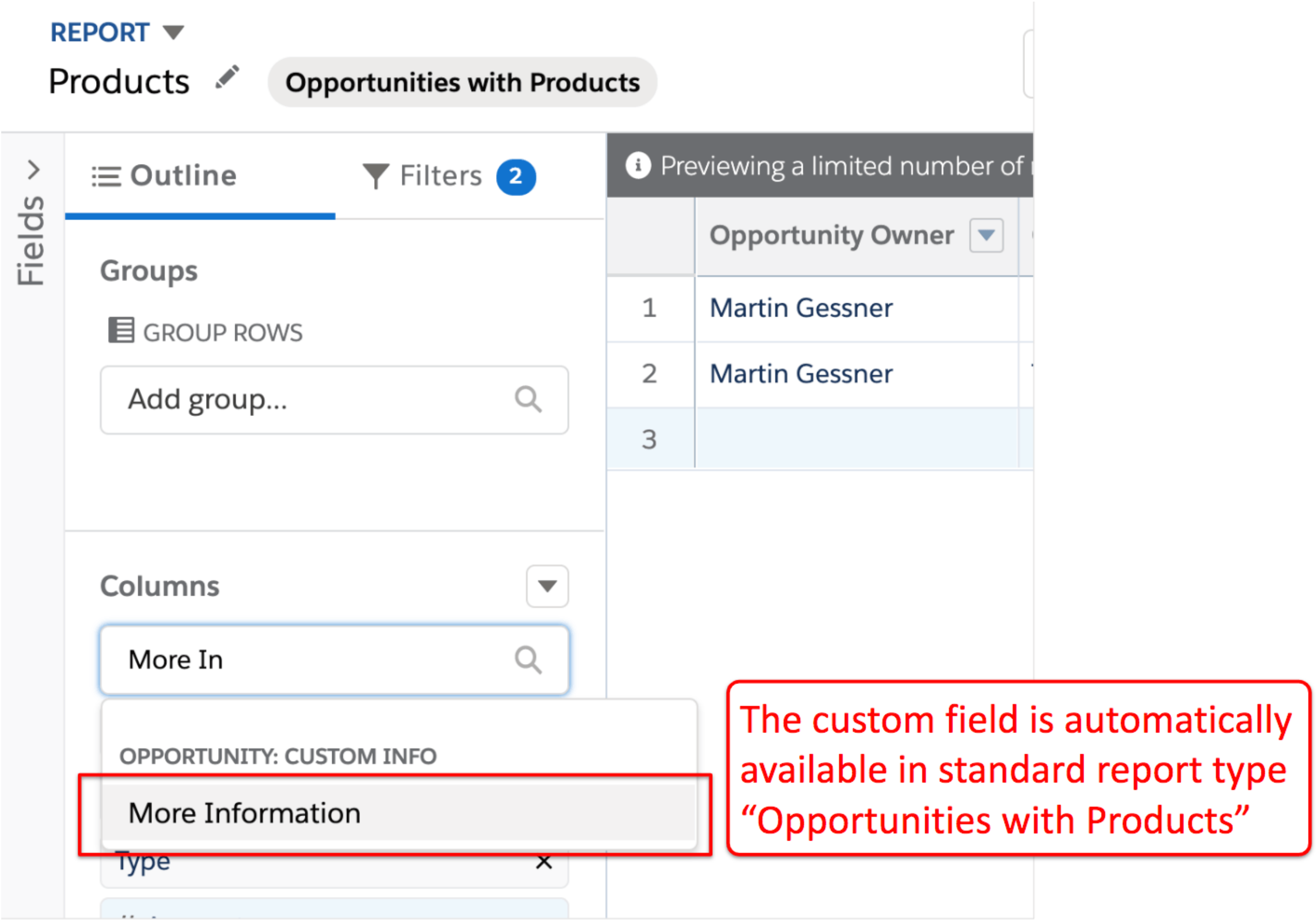
Reference Link
Reference Link 2

Objective: Data and Analytics Management
Detailed Objective: Given a scenario, determine the appropriate analytic tools to meet complex reporting

Take Notes

requirements

Screenshots



Question 57:

PROVIDE FEEDBACK

A Salesforce administrator is tasked with creating new Home pages in Lightning Experience. What should be considered when creating Home pages?

Take Notes

Choose 2 answers.

- [x] ***A. Each app can have a different Home page assigned***
- [ ] B. The Home page can be customized for each role
- [x] ***C. The Home page can be customized for each profile***
- [ ] D. Home pages can only be assigned through permission sets

Correct

The Home page can be customized in the Lightning App Builder. A different page can be assigned to different profiles and different apps. Salesforce administrators can assign a different Home page on each app and app-and-profile combinations.

Home pages cannot be assigned through permission sets or to roles.

Reference Link

Objective: Objects and Applications

Detailed Objective: Given a scenario, determine the appropriate solution to enhance or extend the UI/UX with applications. (app manager, lightning app builder, dynamic forms, standard lightning page components, console, and lightning page analyze button.)

Screenshots

Take Notes

Activation: Home Page Default

Home pages can be assigned at different levels:

The org default home page is displayed unless more specific assignments are made.

The app default home page is displayed for specified apps, and overrides the org default.

Any app and profile assignments are displayed for specified app and profile combinations, and they override all other assignments.

More Info

ORG DEFAULT APP DEFAULT APP AND PROFILE

Set this home page as the org default to display for all users unless other assignments apply.

Assign as Org Default

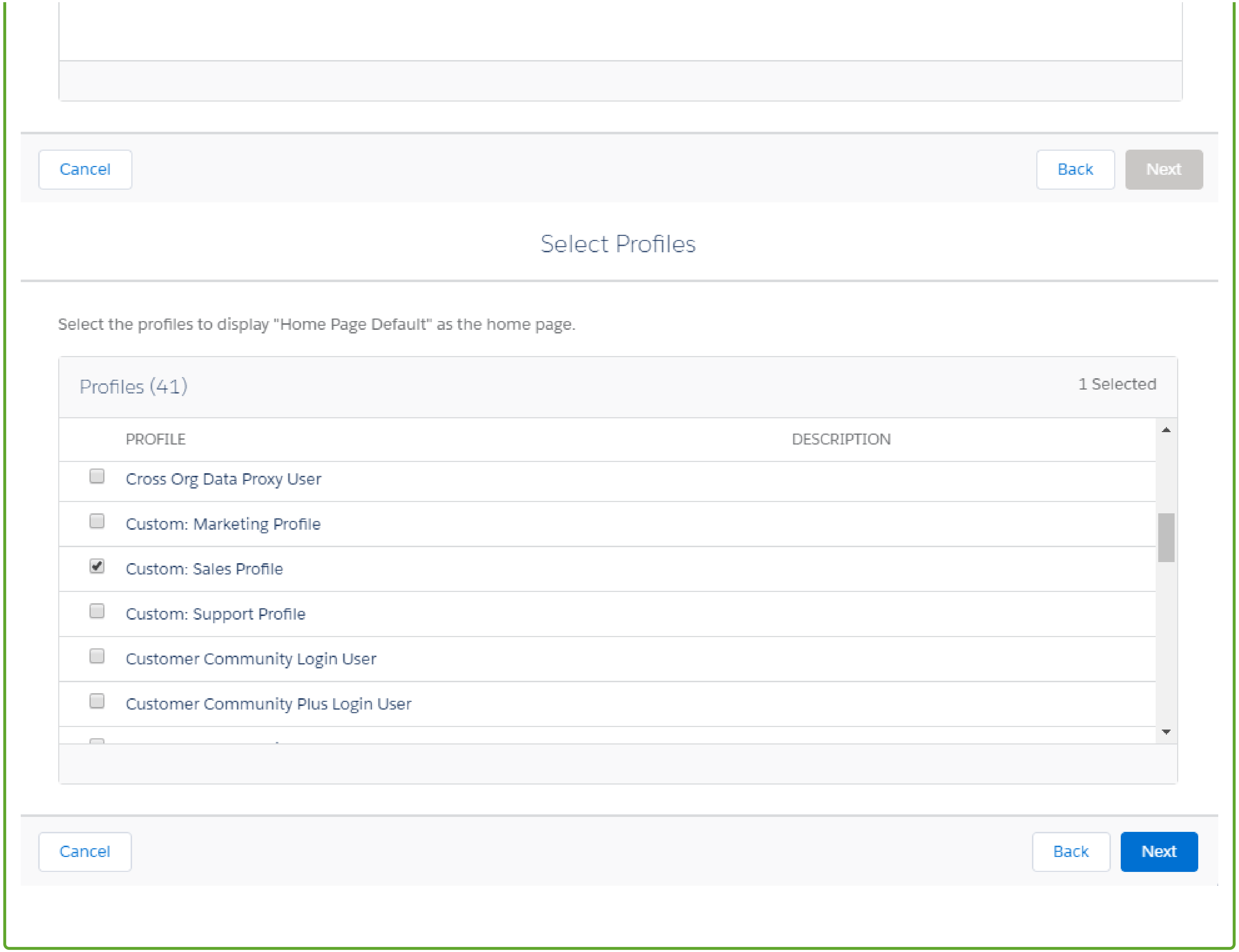
Select Apps

First, select the Lightning apps to display "Home Page Default" as the home page. You'll select the related profiles next.

Lightning Apps (4) 0 Selected

	APP NAME	DESCRIPTION
☐	LightningInstrumentation	View Adoption and Usage Metrics for Lightning Experience
☐	Sales	Manage your sales process with accounts, leads, opportunities, and ...
☐	Sales Console	(Lightning Experience) Lets sales reps work with multiple records on...
☐	Service Console	(Lightning Experience) Lets support agents work with multiple recor...

Take Notes


Cancel
Back
Next
Select Profiles
Select the profiles to display "Home Page Default" as the home page.
Profiles (41)
1 Selected
PROFILE
DESCRIPTION
Cross Org Data Proxy User
Custom: Marketing Profile
Custom: Sales Profile
Custom: Support Profile
Customer Community Login User
Customer Community Plus Login User
Cancel
Back
Next

Take Notes

Question 58:

PROVIDE FEEDBACK

A Salesforce developer is building an application for a client using a Developer Edition org and is required to regularly deploy updates to their production org. What tools can the developer use to perform the deployment?

Choose 2 answers.

- [ ] A. Change Sets
- [x] ***B. Visual Studio Code***
- [ ] C. Developer Console
- [x] ***D. Ant Migration Tool***

Correct

Visual Studio Code is a code editor that, when installed with the Salesforce extension pack, can be used to locally retrieve metadata from a sandbox org or other development orgs such as a Developer Edition org and deploy changes to any authorized org such as a production org. The Ant Migration Tool, which is run locally from a command line, is designed to perform file-based deployment of metadata from a Developer Edition or sandbox org to a production org using Apache's Ant build tool.

The Developer Console is a collection of tools used for creating, debugging, and testing applications, but it is not capable of deploying metadata to other orgs. Change sets are not supported in Developer Edition orgs.

Take Notes

Salesforce Reference Link

Objective: Environment Management and Deployment
Detailed Objective: Describe the options available to move metadata between environments (change sets, sandboxes, and AppExchange – managed/unmanaged).

Take Notes

Question 59:

PROVIDE FEEDBACK

What are some considerations regarding multiple currencies in Collaborative Forecasts?

Choose 2 answers.

- [ ] A. If currency rates change, current and future forecasts are impacted but not historical forecasts
- [x] ***B. If multiple currencies are enabled, each user can select a display currency for the forecast***
- [x] ***C. The forecast currency is either the corporate currency or the forecast owner's personal currency***
- [ ] D. When forecasting is enabled, a forecast currency is selected and cannot be changed

Correct

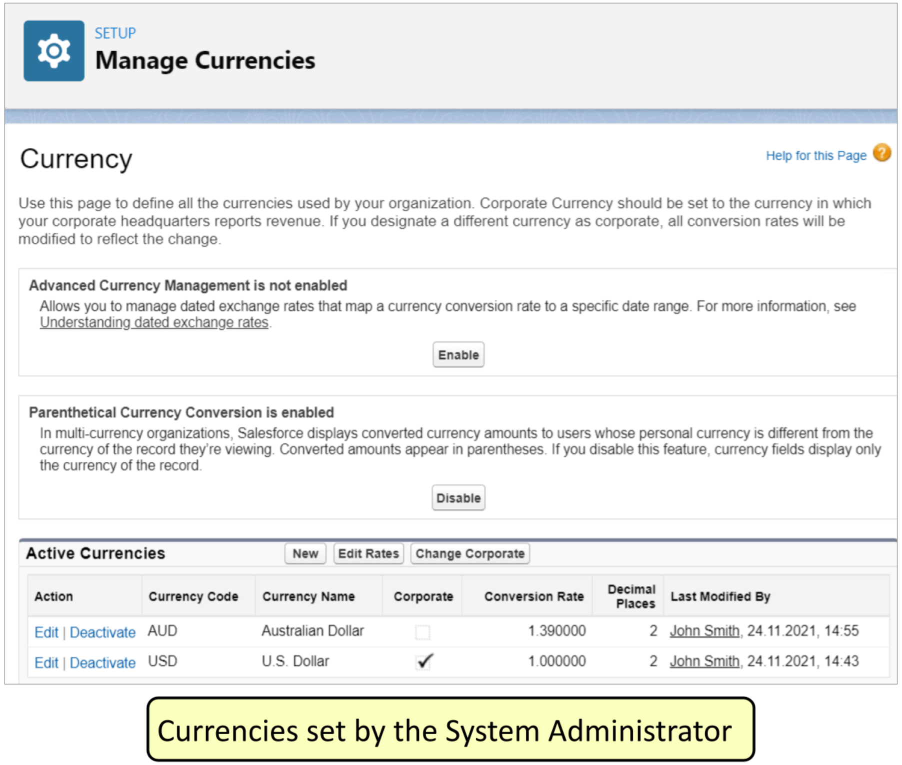
If multiple currencies are enabled, a display currency can be selected. Historical, current, and future forecasts are impacted by the rate change.

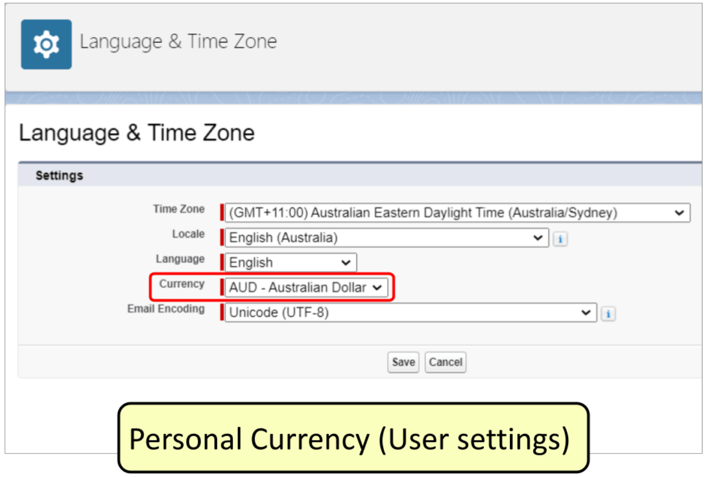
Salesforce Reference Link

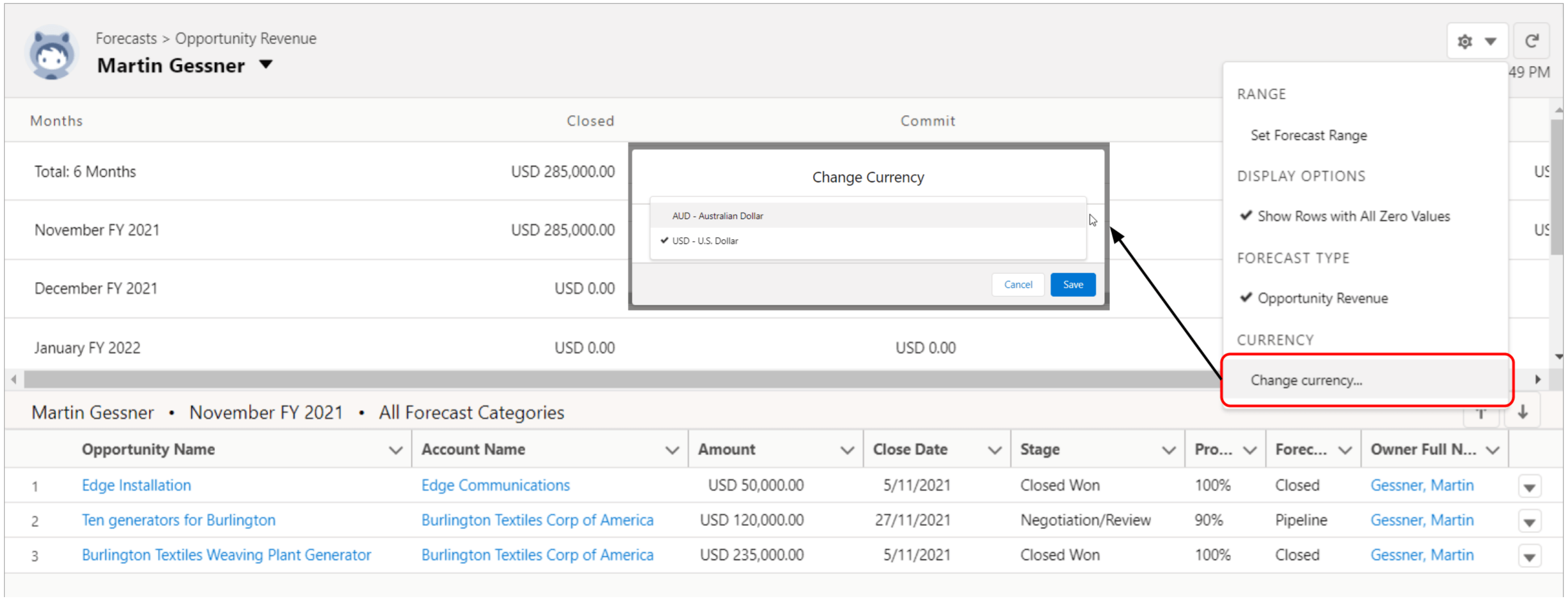
Objective: Cloud Applications

Detailed Objective: Distinguish and understand the implications and capabilities of Forecasting and Territory Management

Take Notes


SETUP
Manage Currencies
Currency
Help for this Page
Use this page to define all the currencies used by your organization. Corporate Currency should be set to the currency in which your corporate headquarters reports revenue. If you designate a different currency as corporate, all conversion rates will be modified to reflect the change.
Advanced Currency Management is not enabled
Allows you to manage dated exchange rates that map a currency conversion rate to a specific date range. For more information, see Understanding dated exchange rates.
Enable
Parenthetical Currency Conversion is enabled
In multi-currency organizations, Salesforce displays converted currency amounts to users whose personal currency is different from the currency of the record they're viewing. Converted amounts appear in parentheses. If you disable this feature, currency fields display only the currency of the record.
Disable
Active Currencies
New
Edit Rates
Change Corporate
Action | Currency Code | Currency Name | Corporate | Conversion Rate | Decimal Places | Last Modified By
Edit | Deactivate | AUD | Australian Dollar | | 1.390000 | 2 | John Smith, 24.11.2021, 14:55
Edit | Deactivate | USD | U.S. Dollar | ✓ | 1.000000 | 2 | John Smith, 24.11.2021, 14:43
Currencies set by the System Administrator


Language & Time Zone
Language & Time Zone
Settings
Time Zone (GMT+11:00) Australian Eastern Daylight Time (Australia/Sydney)
Locale English (Australia)
Language English
Currency AUD - Australian Dollar
Email Encoding Unicode (UTF-8)
Save
Cancel
Personal Currency (User settings)


Forecasts > Opportunity Revenue
Martin Gessner
Months
Closed
Commit
Total: 6 Months USD 285,000.00
November FY 2021 USD 285,000.00
December FY 2021 USD 0.00
January FY 2022 USD 0.00 USD 0.00
Change Currency
AUD - Australian Dollar
✓ USD - U.S. Dollar
Cancel
Save
RANGE
Set Forecast Range
DISPLAY OPTIONS
✓ Show Rows with All Zero Values
FORECAST TYPE
✓ Opportunity Revenue
CURRENCY
Change currency...
Martin Gessner • November FY 2021 • All Forecast Categories
Opportunity Name | Account Name | Amount | Close Date | Stage | Pro... | Forec... | Owner Full N...
1 Edge Installation | Edge Communications | USD 50,000.00 | 5/11/2021 | Closed Won | 100% | Closed | Gessner, Martin
2 Ten generators for Burlington | Burlington Textiles Corp of America | USD 120,000.00 | 27/11/2021 | Negotiation/Review | 90% | Pipeline | Gessner, Martin
3 Burlington Textiles Weaving Plant Generator | Burlington Textiles Corp of America | USD 235,000.00 | 5/11/2021 | Closed Won | 100% | Closed | Gessner, Martin

Take Notes

Question 60:

PROVIDE FEEDBACK

Bob, a Salesforce Administrator, has been approached by the sales manager who is looking to gain more insight into her customers' interactions with the company via social media. She wants to use the information to generate leads for her sales reps. She would like to implement a solution within a month before the end of the fiscal quarter. What should Bob do?

Choose 2 answers.

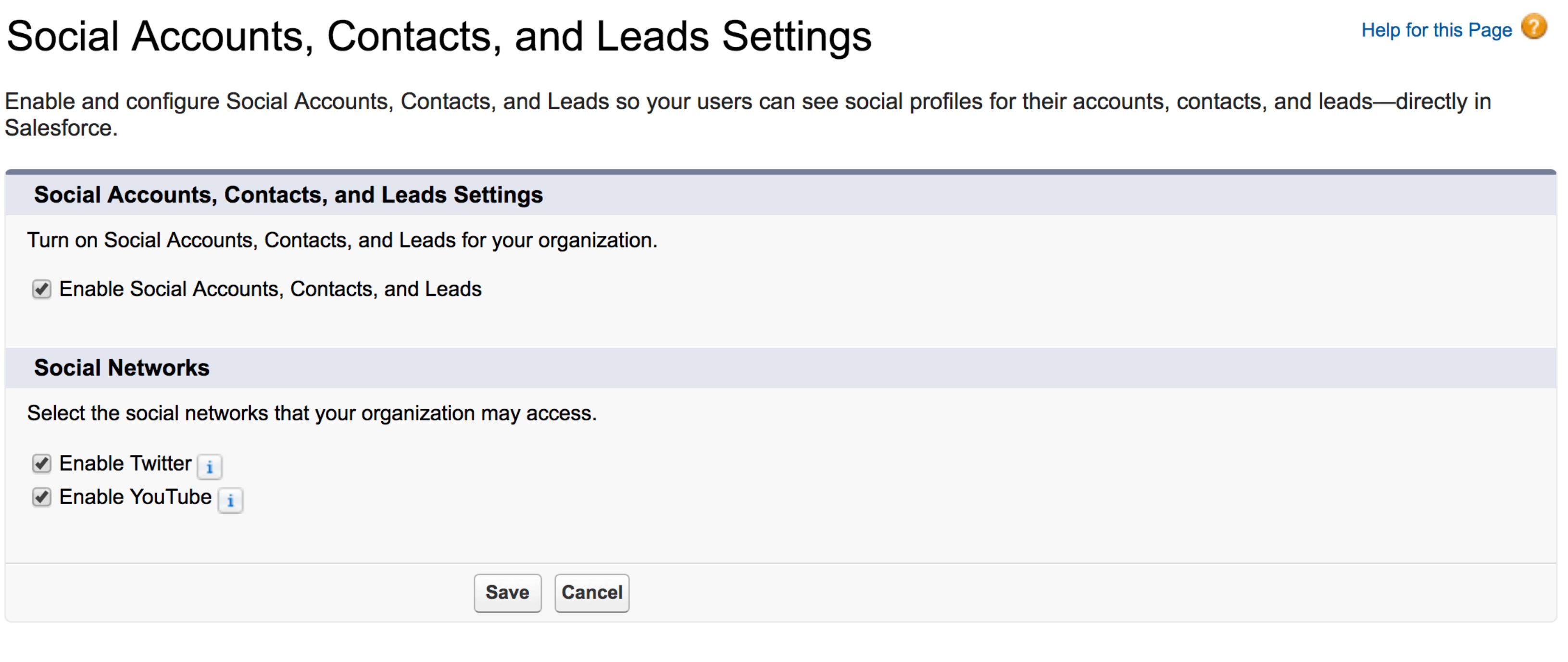
- [x] ***A. Enable Social Customer Service and Social Accounts, Contacts, and Leads***
- [x] ***B. Install an application from the AppExchange to pull information from social media applications***
- [ ] C. Create a workflow to pull the information from social media applications
- [ ] D. Create a custom application using Apex and Visualforce to pull the information from social media applications

Correct

Salesforce provides built-in functionality for interacting with customers via social accounts. There are several apps from AppExchange that can be installed, which will also perform this function for social media platforms that are not currently supported via the built-in feature. Therefore, it is not feasible to create a custom application given the availability of the built-in functionality and the apps available from AppExchange. Workflow is used to automate standard internal procedures and processes and does not work with social media applications.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Environment Management and Deployment
Detailed Objective: Describe the options available to move metadata between environments (change sets, sandboxes, and AppExchange – managed/unmanaged).


Social Accounts, Contacts, and Leads Settings
Help for this Page
Enable and configure Social Accounts, Contacts, and Leads so your users can see social profiles for their accounts, contacts, and leads—directly in Salesforce.
Social Accounts, Contacts, and Leads Settings
Turn on Social Accounts, Contacts, and Leads for your organization.
Enable Social Accounts, Contacts, and Leads
Social Networks
Select the social networks that your organization may access.
Enable Twitter
Enable YouTube
Save
Cancel