TAKE NOTES

Course Overview

Quiz

Advanced Admin Practice Exam 1

×

You are providing feedback on the question below. Please provide as much detail as possible here and we will review. Your feedback will be added to the Advanced Admin Certification forum and we will respond there.

Add your feedback here

Submit

49 of **60** questions answered correctly

Your time: **00:44:35**

You have reached 49 of 60 point(s), (81.67%)

PROCEED TO NEXT EXAM » | VIEW INCORRECT | MARKED FOR REVIEW | RESTART EXAM

Weighting Score Percentage

Category Name	Score Percentage	Weighting	Result Percentage
Auditing and Monitoring	50%	10%	5%
Cloud Applications	87.5%	11%	9.63%

Category Name	Score Percentage	Weighting	Result Percentage
Data and Analytics Management	66.67%	13%	8.67%
Environment Management and Deployment	100%	7%	7%
Objects and Applications	100%	19%	19%
Process Automation	66.67%	20%	13.33%
Security and Access	100%	20%	20%
TOTAL		**100%**	**82.63%**

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

☐ Correct ☐ Incorrect ☐ Unanswered ○ Marked for Review

Question 1:

PROVIDE FEEDBACK

An approval process that submits a record for approval before deletion stopped working and the Salesforce Administrator has been asked to troubleshoot. What is the most efficient way for the Salesforce Administrator to understand what is happening?

Choose 1 answer.

- A. Delete and recreate the approval process
- ✓ ***B. Use the debug log***
- C. Check the approval process criteria against existing records that had an error
- D. Ask a user to replicate the problem

Correct

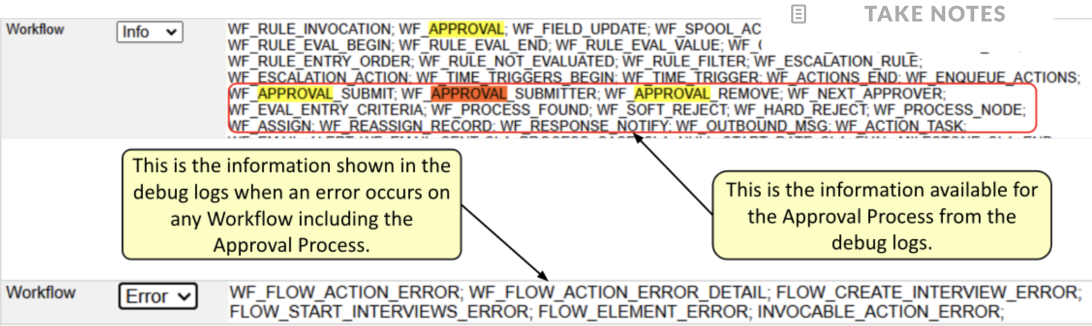
Since the approval process previously worked as expected, the Salesforce Administrator can check the debug logs to get a more thorough view of the approval flow sequence and to see where the error occurs. An approval process alone cannot be used for a record deletion approval. This requirement possibly involves other components such as a Visualforce page and Apex class. Therefore, the debug log is more efficient for troubleshooting as it could provide details on these components, records that were submitted, the submitter, and the evaluation criteria.

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



Question 2:

PROVIDE FEEDBACK

The Salesforce Administrator of Cosmic Service Solutions has set the organization-wide default sharing setting of the Account object to 'Private'. The company uses Enterprise Territory Management and has an active territory model with the following territories: Canada, Northeast, Southwest, and California. Account records owned by users who are assigned to the California territory need to be shared with all the users in the Northeast territory. They should have 'Read' access to the account records. What solution should be used to accomplish this?

Choose 1 answer.

- A. The default access level of account records should be set in the 'California' territory.
- B. A sharing rule based on criteria should be created to share the account records.
- ✓ ***C. A sharing rule based on record ownership should be created to share the account records.***
- D. A permission set should be created to grant record access to users in the Northeast territory.

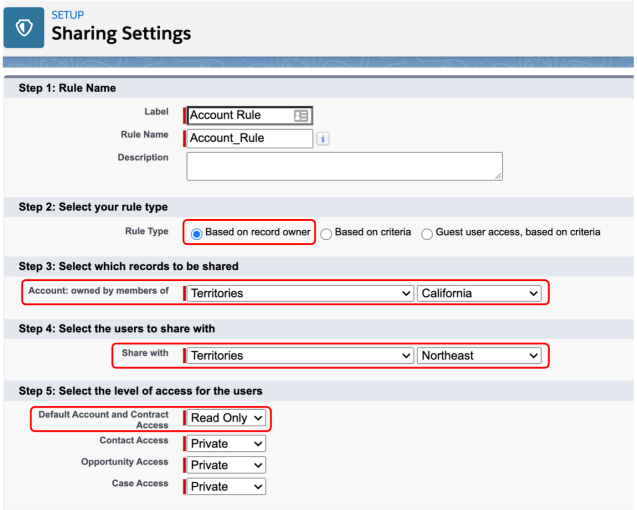
Correct

A sharing rule based on record ownership can be created to share the accounts owned by members of the California territory with the users who are assigned to the Northeast territory. A criteria-based sharing rule would not meet the requirement. A permission set cannot be used to share records. Setting the default access level of account records in a particular territory would not give record access to users who are assigned to a different territory.

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).

Screenshots



TAKE NOTES

Question 3:

PROVIDE FEEDBACK

Acme Corporation would like to manage email campaigns, send mass emails, and track responses back in Salesforce. They do not need the complete functionality of Marketing Cloud at this stage. They envision that they need to send about 300,000 emails for a campaign in a month. What should the Salesforce Administrator suggest?

Choose 1 answer.

- A. Use the standard campaign functionality
- B. Build custom functionality that tracks the responses
- ✓ *C. Use a third-party app from the AppExchange*
- D. Use a third-party email campaign application and integrate with Salesforce

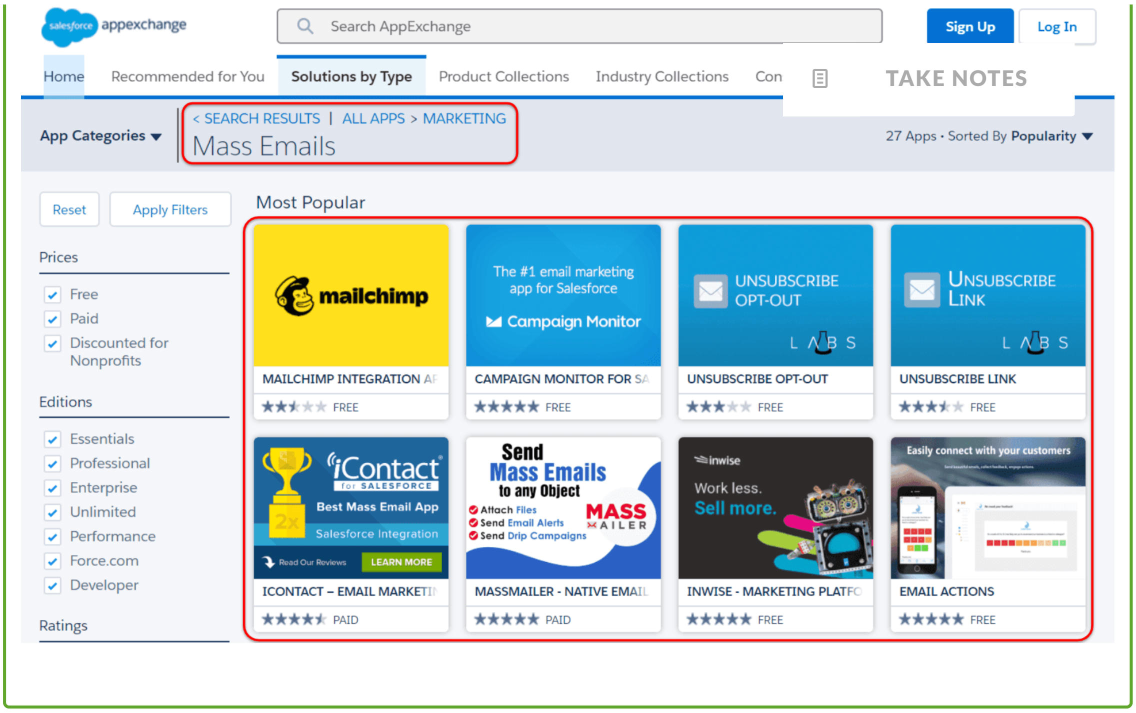
Correct

A number of AppExchange applications offer functionality to send mass emails and track responses back in Salesforce, including apps created by email campaign providers. Standard campaign functionality is intended to track campaigns and influence. Salesforce's mass email or list email capability is not capable of sending the number of emails required in this scenario.

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).



PROVIDE FEEDBACK

Question 4:

At Comic Wholesale Apparel, an approval process has to be set up for discounts on opportunities. For a discount of less than or equal to 10%, the approval should go to the Sales Manager. If the discount is over 10%, it should go to the Vice President. What is the best way to configure the requirement?

Choose 1 answer.

- ❌ A. Create one approval process with multiple entry criteria
- ✔ ***B. Create one approval process with multiple approval steps***
- C. Create two approval processes, each with a single entry criteria
- D. Create two approval processes, each with a single approval step

Incorrect

The requirement can be configured using one approval process with 2 approval steps. The approval steps can have a different approval step criteria for the Sales Manager and the Vice President.

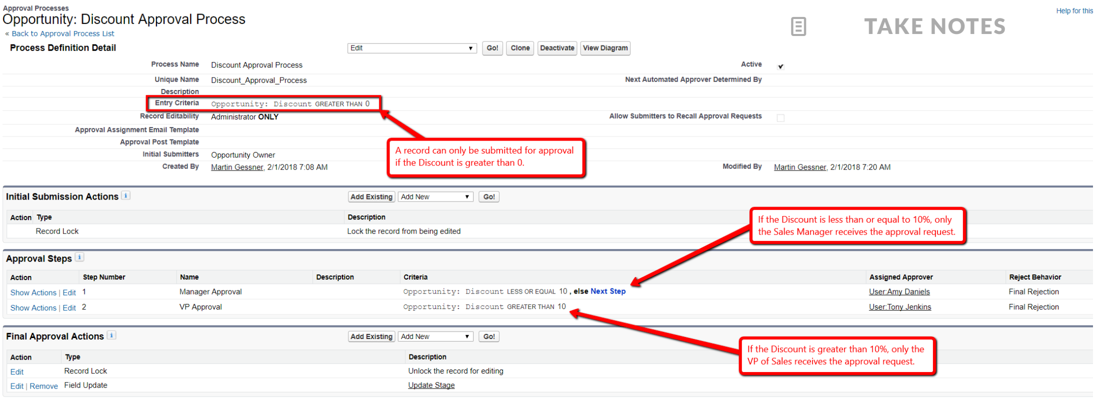
Only one entry criteria is needed. Although 2 approval processes can be created, it involves extra work since one approval process is already sufficient.

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



Question 5:

PROVIDE FEEDBACK

Which knowledge feature can assist in making it easy to find knowledge articles that are relevant for products sold in North America?

Choose 1 answer.

- A. Article Channels
- B. Article Filters
- C. Category Groups
- ✓ ***D. Data Categories***

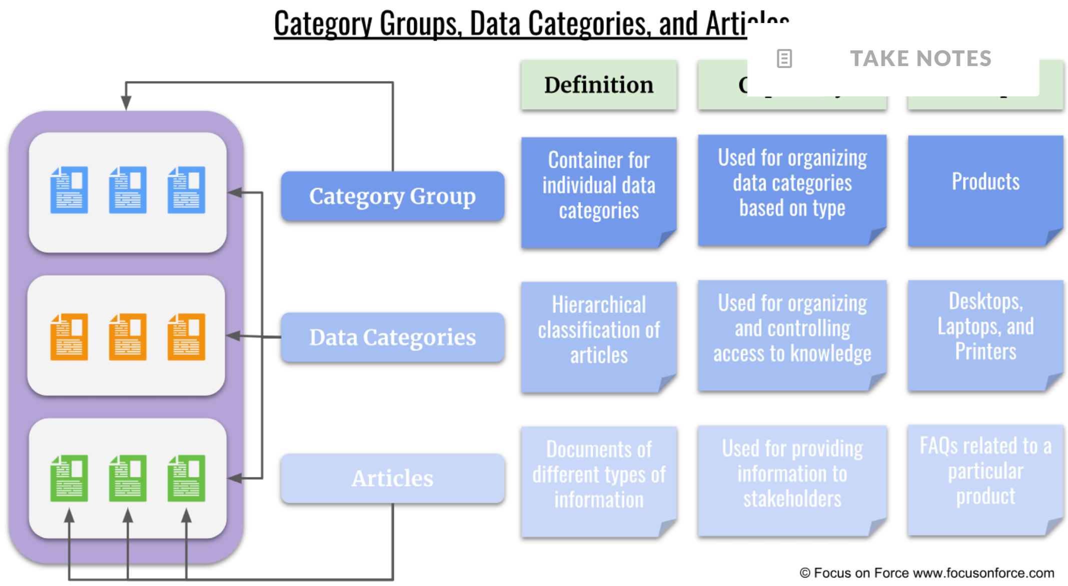
Correct

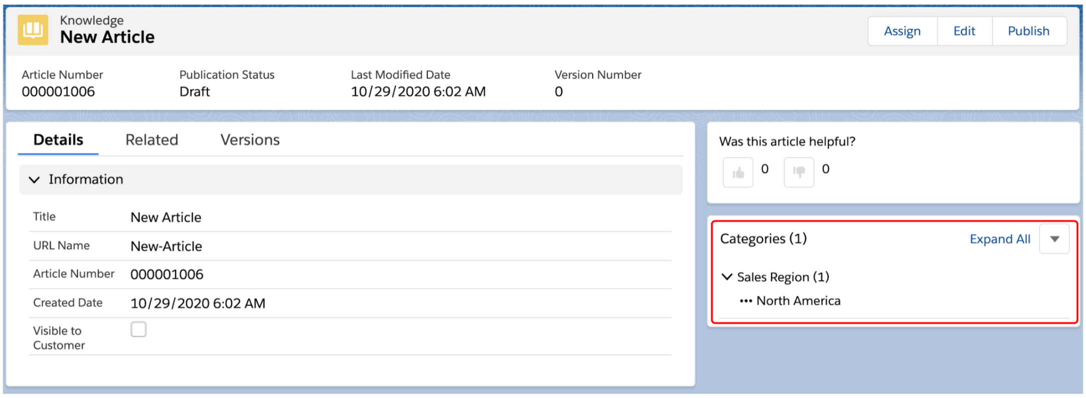
Data Categories can be used to organize, search, filter, and control access to Salesforce Knowledge articles. Filters are only applied after a Knowledge search and only to the articles returned in the search. It will therefore not be helpful in finding articles, especially without categories.

Category groups are containers used to organize and group individual data categories. Each category group could have multiple data categories. These category groups could include data categories that are not relevant to the specific articles needed.

Salesforce Reference Link

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





Question 6:

PROVIDE FEEDBACK

Green Power Solutions has two product families: Hardware and Software. In addition, the company currently has Enterprise Territory Management enabled and is using Collaborative Forecasting. If sales managers want to see their territory forecasts categorized by Hardware or Software, which forecast type does the Salesforce Administrator need to configure?

Choose 1 answer.

- A. Opportunity Revenue by Territory
- B. Territory Revenue by Product Family
- C. Opportunity Revenue by Product Family with a territory filter
- ✓ ***D. Product Family Revenue by Territory***

Correct

TAKE NOTES

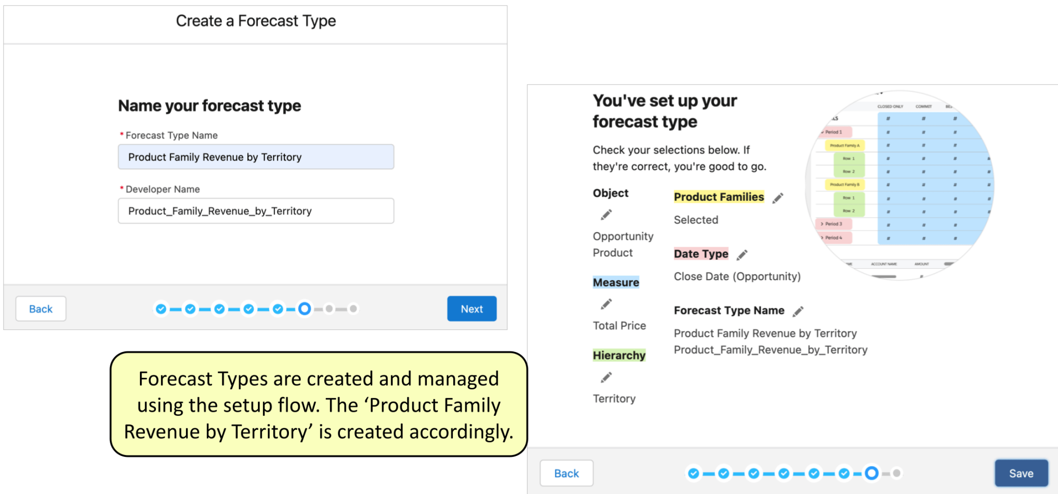
Product Family Revenue by Territory is the correct choice as it shows op ed by product family, and each product family is further broken down by territory. This 'Product Family Revenue by Territory' forecast type is created by choosing Opportunity Product as the base object, Total Price as the measure, and 'Group forecasts by product family' selected. The relevant date type is selected, and Territory is set as the hierarchy.

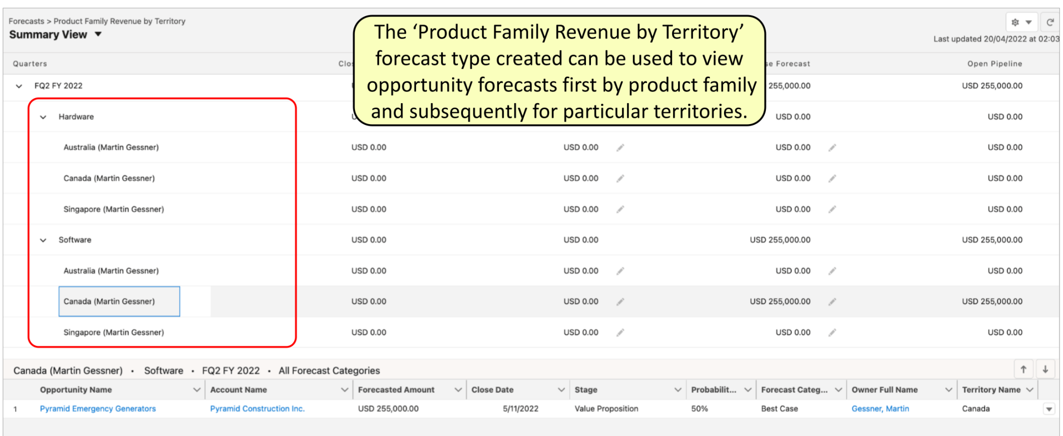
'Opportunity Revenue by Territory' is a viable forecast type, but it shows opportunity amounts belonging to territories without segmenting the forecast by product family.
'Territory Revenue by Product Family' is not a viable forecast type. Territory Revenue as a whole is not supported as a measure by Salesforce. Only the following four objects are considered as forecasting base: Opportunity, Opportunity Product, Opportunity Split, and Line Item Schedule.
There is no territory filter for Opportunity Revenue by Product Family.

Reference Link
Reference Link 2

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

Screenshots





TAKE NOTES

Question 7:

PROVIDE FEEDBACK

Bright Paints Inc. has set the organization-wide default for Accounts to Public Read/Write. The Sales team wants to restrict access to a new set of Account records that they are upserting with Data Loader. Only the Account Owners and members of a Public Group should be able to access this data. How would this requirement be fulfilled?

Choose 1 answer.

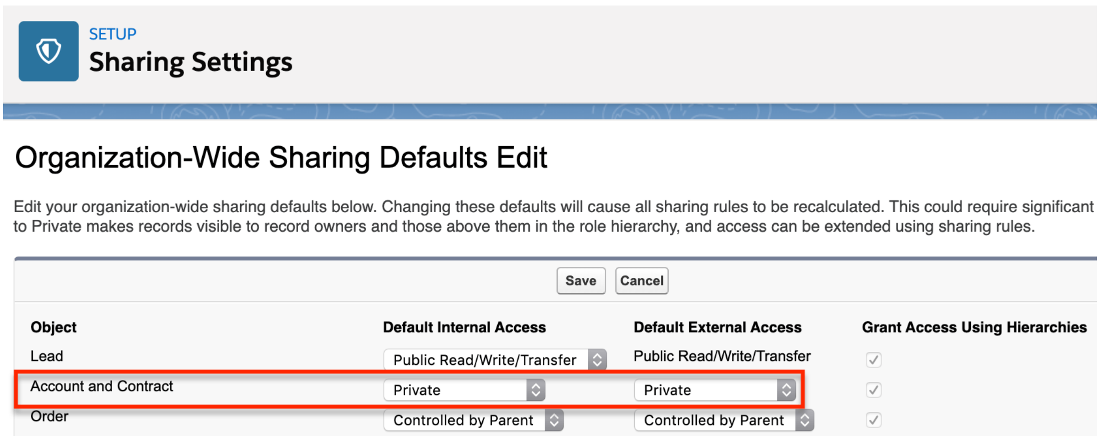
- A. Create a sharing rule to grant access to members of the public group
- B. Manually share each account record with members of the public group
- ✓ ***C. Update the organization-wide default sharing setting for accounts to private and create sharing rules to provide appropriate access***
- D. Upgrade the role hierarchy and assign members of the group to a role at the top of the hierarchy

Correct

The organization-wide default sharing settings allow the setting of the baseline level of access for each object and enable the extension of that level of access using hierarchies or sharing rules. In this case, organization-wide default sharing setting for accounts should be private because users should only be able to view and edit the accounts that they own. Then, a sharing rule can be created to extend account access to particular users or groups.

Salesforce Reference Link

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



Question 8:

TAKE NOTES

Which of the following is true regarding the addition of an identity verifica method to a user's account?

Choose 1 answer.

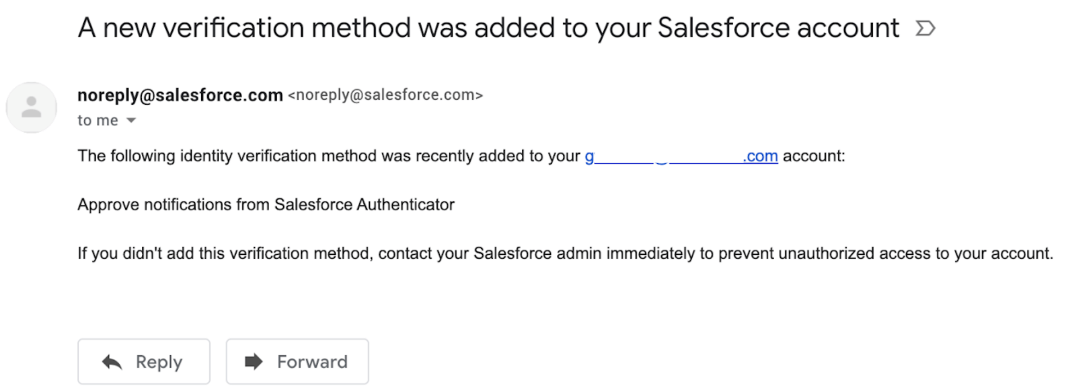
- A. Only a Salesforce Administrator can add identity verification methods for users
- B. Salesforce blocks the added identity verification method until the email is confirmed
- ✓ ***C. An email confirmation is sent to the user if a new identity verification method (e.g. mobile phone) is added***
- D. Salesforce calls the user to confirm that the identity verification method is valid

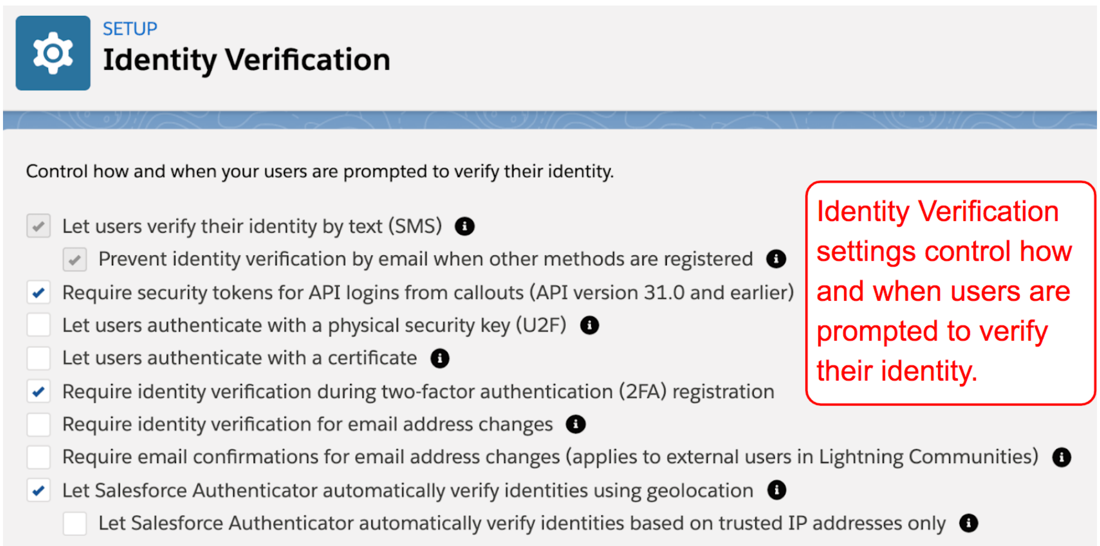
Correct

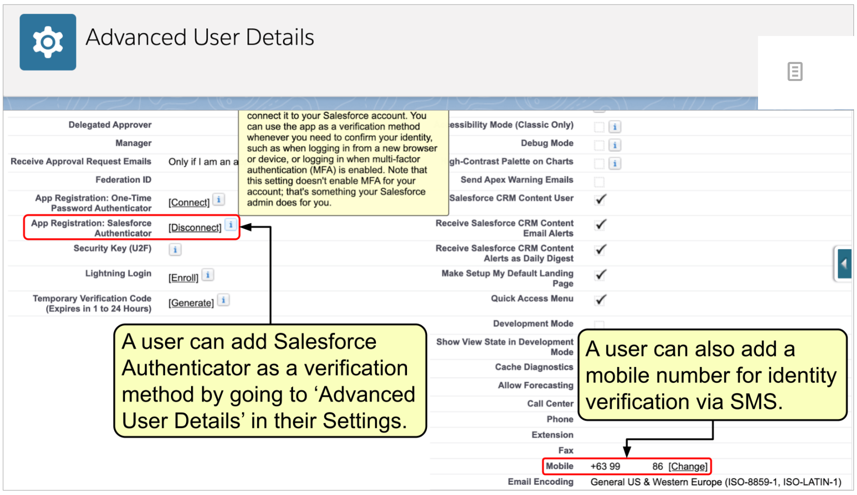
Users can add their own identity confirmation methods for which they receive email notifications. The added method is not blocked. If the user did not add it, they need to contact the Salesforce Administrator.

Salesforce Reference Link
Salesforce Reference Link 2

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







TAKE NOTES

Question 9:

What is true about Salesforce Duplicate Management?

PROVIDE FEEDBACK

Choose 2 answers.

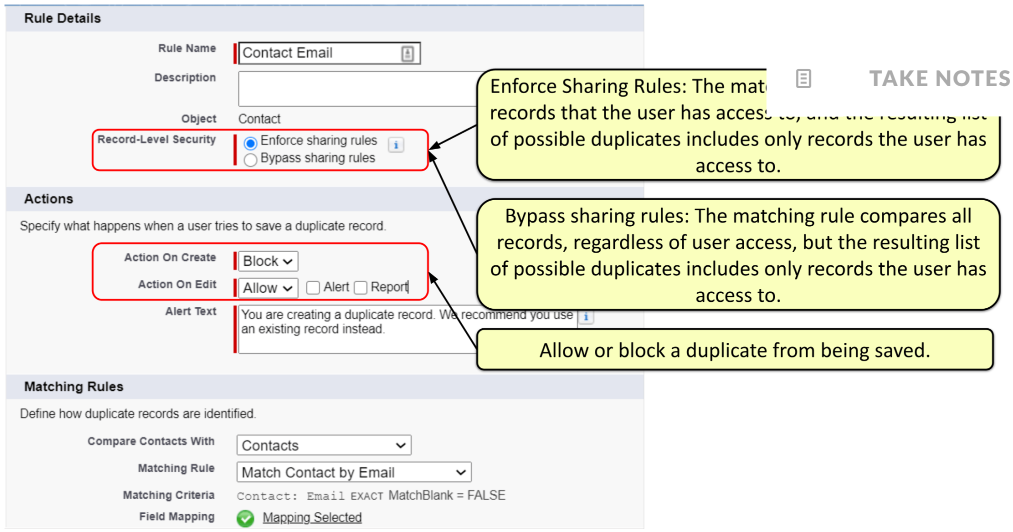
- ✓ ***A. Duplicate Management is available on custom objects***
- ✗ B. Duplicate rules run when records are manually merged
- ☐ C. Duplicate Management is not affected by sharing rules
- ✓ ***D. Duplicate rules do not run when records are created using Quick Create***

Incorrect

Duplicate Management is currently available for Accounts, Person Accounts, Contacts, Leads, Individual, and custom objects. Like validation rules, duplicate management does not run on records created using Quick Create, Undelete button, or through manual merging. Duplicate Management rules can be configured to enforce or bypass sharing settings.

Salesforce Reference Link
Salesforce Reference Link 2

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

Question 10:

PROVIDE FEEDBACK

Cosmic Global wants to ensure that no opportunities are lost if a sales rep forgets to follow up. At least 200 records are being created a day. A reminder task should be created automatically 15 days after the 'Created Date' of the opportunity. Which automation feature can be used to address the requirement declaratively considering the risk of exceeding governor limits per transaction?

Choose 1 answer.

- A. Process Builder
- B. Apex Trigger
- C. Big Deal Alert
- ✔ ***D. Flow Builder***

Correct

A scheduled path can be added to a record-triggered flow to perform scheduled actions. The batch size can be specified for a scheduled path to prevent reaching governor limits.

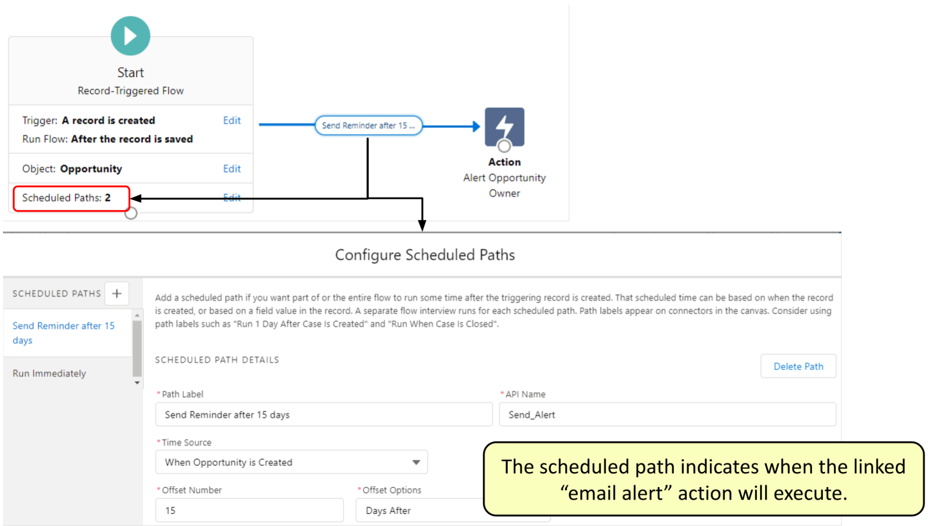
A process built using Process Builder can include scheduled actions like creating a task record. In this case, a time trigger would need to be created with a value of 15 days after the 'Created Date'. However, in this case, there is likely a possibility of exceeding the governor limits per transaction.

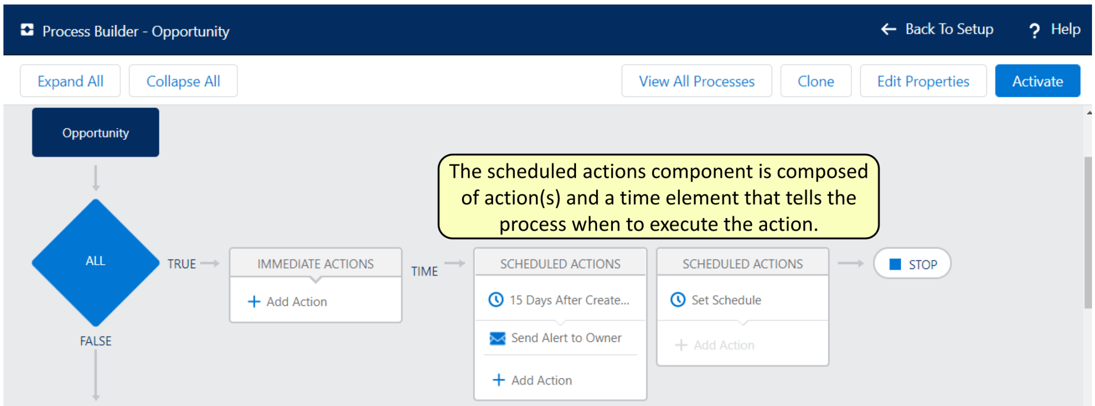
Big Deal Alert is a feature used to send email notifications to users when an Opportunity reaches a threshold of amount and probability. A programmatic approach like using an Apex trigger is not necessary for automating simple processes.

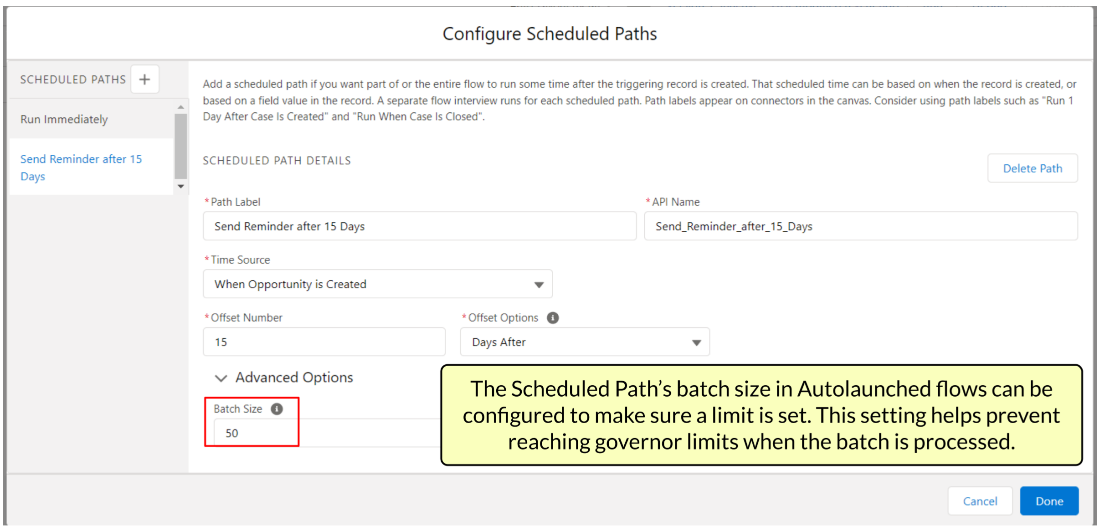
Salesforce Reference Link
Salesforce Reference Link 2

Objective: Process Automation

Detailed Objective: Given a complex scenario, determine the solution u TAKE NOTES combination of tools to solve a business problem







Question 11:

PROVIDE FEEDBACK

At Bright Paints, the organization-wide default setting for accounts is set to private. Access is determined using the role hierarchy and sharing rules. A[n] Account Manager from another division is assisting with an account on a o[ne-]time basis and needs access to the account as well as contacts, opportunities, and cases related to it. What would be the best way to enable this access?

TAKE NOTES

Choose 1 answer.

- A. Add an owner-based sharing rule
- B. Change the role of the user in the hierarchy to be above the record owner\'s role
- C. Ask the opportunity owner to temporarily change the record owner to the Account Manager
- ✓ ***D. Add the account manager to the account team and grant access to related records***

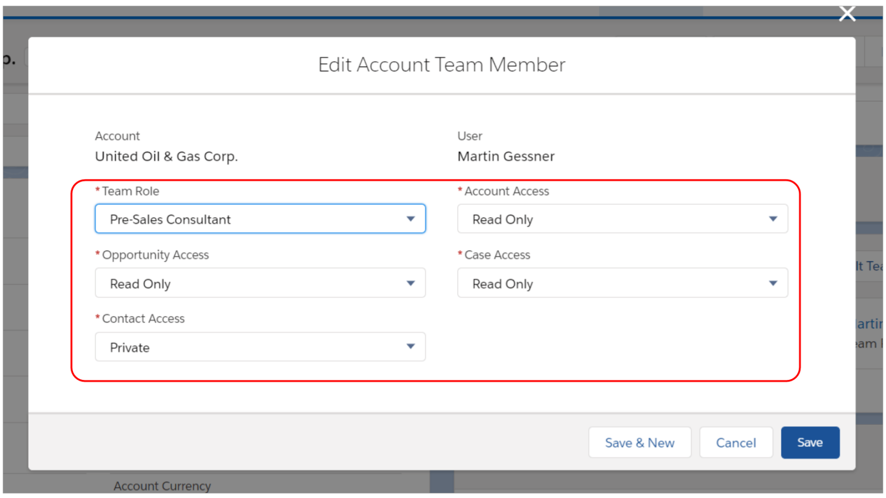
Correct

Adding the account manager to the account team and assigning her the proper permissions through Account Team Fields will allow her to have access to the account, related opportunities, and cases. Creating a sharing rule or changing a role is not practical for a one-time case as it will impact the user\'s org-wide record access.

Changing the record owner for this purpose is not a best practice as the access of the original owner will be removed and possible existing sharing rules that involve the original record owner will be impacted.

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

Question 12:

Cosmic Freight Solutions has decided to implement a service console app in Salesforce Lightning Experience to allow its support agents to work on multiple records more efficiently. Which of the following features can enhance the navigational experience of agents in the service console?

Choose 3 answers.

- [ ] A. Custom Components
- [ ] B. Interaction Log
- [x] ***C. Tab-focused dialogs***
- [x] ***D. Split View and Pinned List Views***
- [x] ***E. Primary tabs and subtabs***

Correct

Specific list views of records can be pinned while the Split view allows agents to work on individual records while viewing records in a specific 'working' list view. This improves the navigational experience of agents by making it easier for them to view and update records in a list.

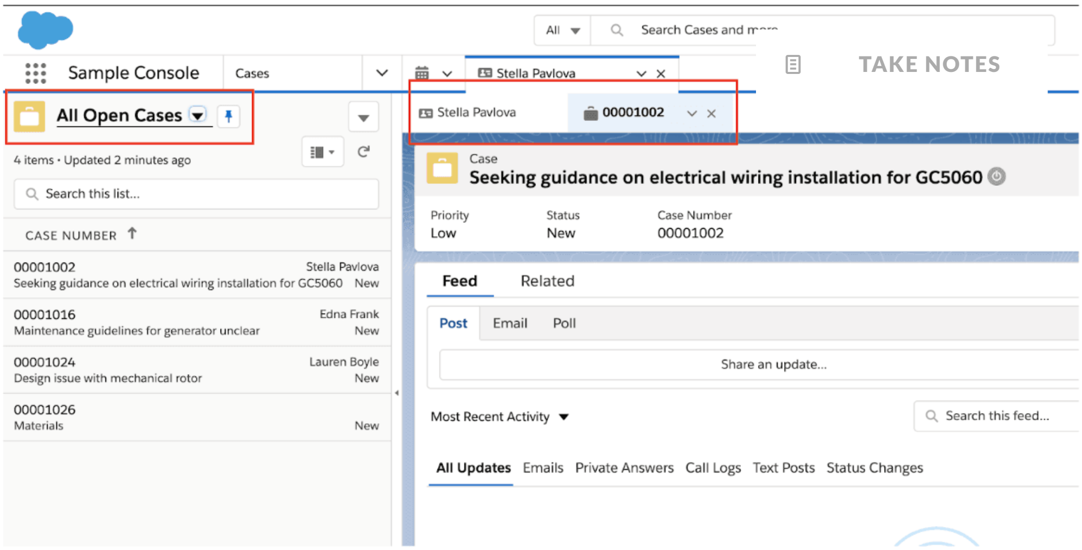
Records can be displayed as primary tabs or subtabs of related records. For example, case records can be displayed as subtabs of account records. When a user selects a case from a list, it is opened under the associated account record. This functionality makes it easier for users to navigate to related records.

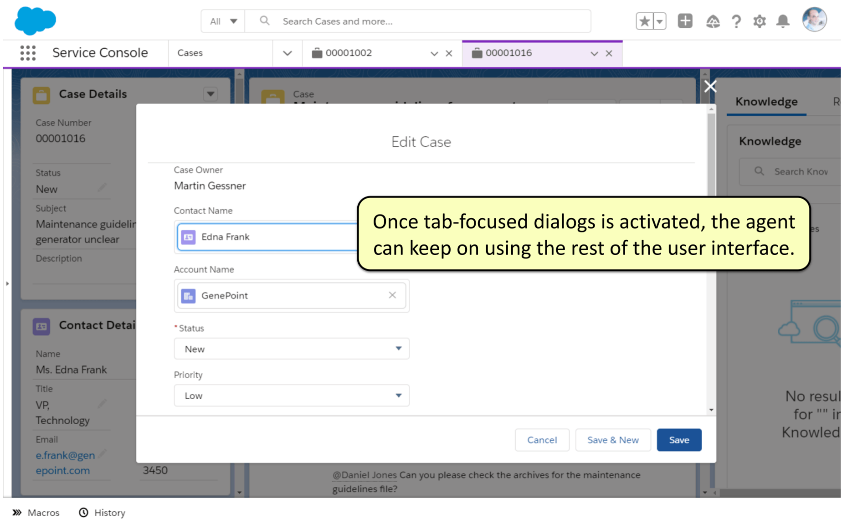
By default, dialogs prevent the user from using Salesforce until it is closed. Activating tab-focused dialogs under 'Release Updates' will allow the agent to keep on using the rest of the user interface.

Custom components are used to display items such as Visualforce pages and report charts. They do not directly have an impact on the navigational experience of console users. Similarly, an interaction log is used to write notes on records and does not influence navigation.

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.)





PROVIDE FEEDBACK

Question 13:

When configuring default record access levels in Enterprise Territory Management, which of the following statements are true regarding access to accounts and/or related records?

Choose 2 answers.

- [x] ***A. Users in a territory always have at least 'View' access to the accounts assigned to the territory.***
- [ ] B. Users in a territory are always able to view contacts and opportunities associated with accounts in the territory hierarchy.
- [x] ***C. Users in a territory can have one of the following access levels to records associated with accounts in the territory: 'View', 'View and Edit', or 'No Access'***
- [ ] D. Users in a territory can always view, edit, and transfer records that are related to the accounts assigned to the territory.

Correct

TAKE NOTES

In Enterprise Territory Management, default record access levels can be set for opportunities, contacts, and cases associated with accounts assigned to territories. When the organization-wide default sharing setting of an object is 'Private', the access level can be 'No Access', 'View', or 'View and Edit'.

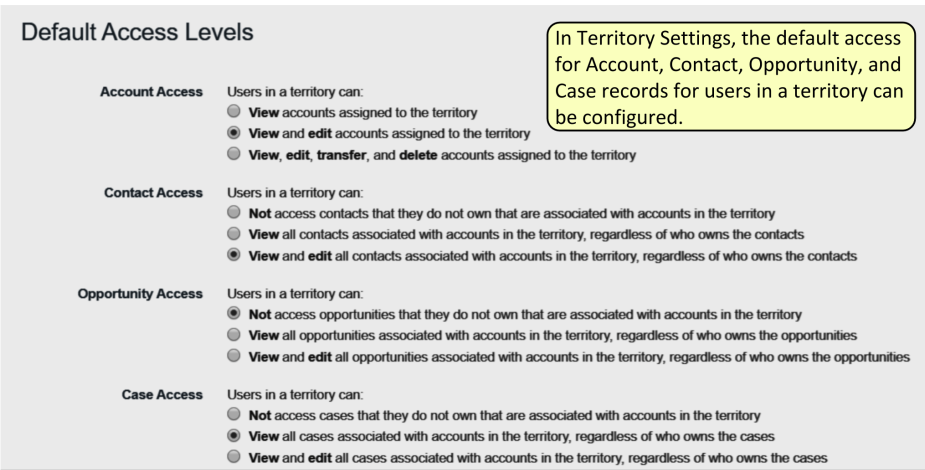
The default account access level can also be specified. It can be 'View', 'View and Edit', or 'View, Edit, Transfer, and Delete'. The access levels available will correspond to the lowest level of the sharing settings for the account object. For example, if the sharing setting for Account is set to Public Read Only then the 'View' option will be available. If the sharing setting is set to Public Read Write then the 'View' option will not be available, instead 'View and Edit' and 'View, Edit, Transfer, and Delete' options will be available to select.

It is not possible to provide no access to accounts in territories. Also, the organization-wide default sharing setting of the Contact object must not be 'Controlled by Parent' in order to specify the default access level.

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).

Screenshots



Question 14:

PROVIDE FEEDBACK

A Salesforce Administrator is building a Lightning record page, which uses a particular Lightning Page template, for the Contact object. The Salesforce Administrator noticed that Lightning App Builder is not providing an option to preview the record page for the phone form factor. What could be the cause?

Choose 1 answer.

TAKE NOTES

A. The Lightning page template used does not support the phone form factor.

B. The Lightning record page is not configured to support the phone form factor.

C. The Lightning component is configured to only support the desktop form factor.

D. The Lightning app is configured to only support the desktop form factor.

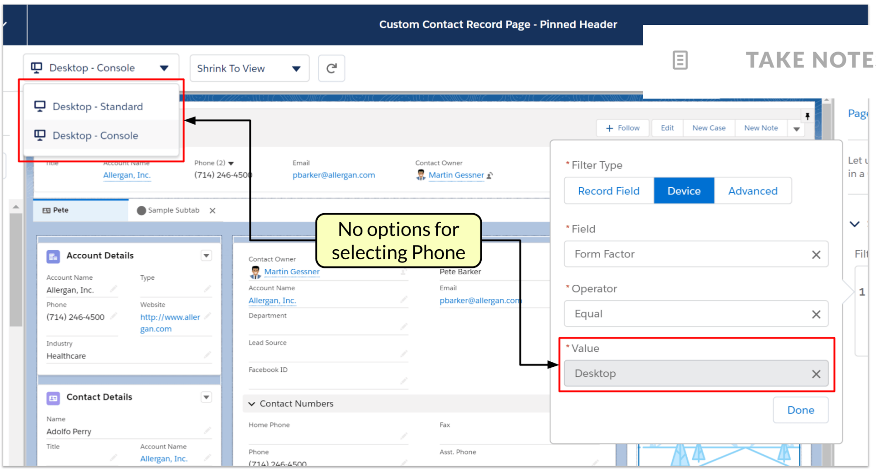
Correct

Lightning page templates are predefined and fixed to support certain form factors. One template may support both desktop and phone, and another may only support desktop. When a template, which only supports the desktop form factor, is used for a Lightning record page, options related to phone form factors such as in the preview picklist will not be available.

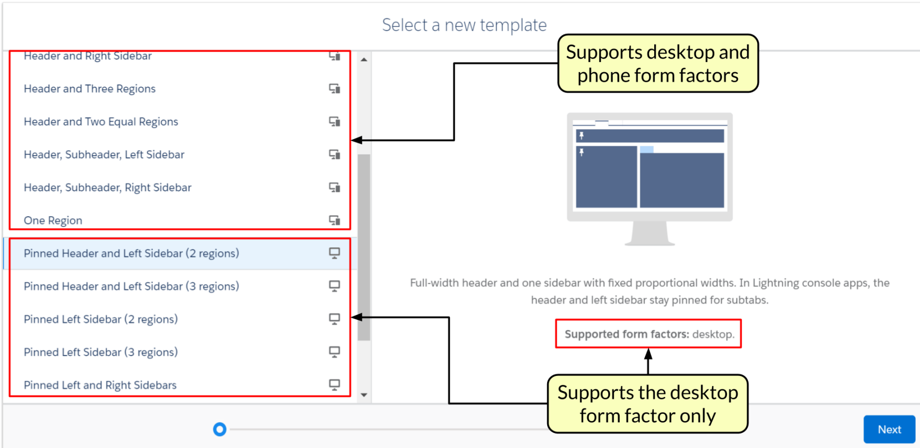
Lightning record pages and Lightning components can each be configured to support form factors, but there'll be no option to support phone, for example, if the Lightning page template used does not support it. Even if a Lightning app is configured to support the desktop form factor only, a Lightning page template that supports the phone form factor can still be used for its record page.

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



Question 15:

PROVIDE FEEDBACK

The data architect at Cosmic Solutions is creating a data retention policy as part of classifying the data stored in the Salesforce org. Which of the following would be included in a data retention policy?

Choose 3 answers.

- ✓ ***A. When the data will be deleted or otherwise treated***
- ✗ B. The creation date of each field in the data
- ✓ ***C. The business owner of the data***
- ✓ ***D. The purpose of the data***
- ☐ E. The field label and help text of each field

Incorrect

A data retention policy is a statement of how long data will be stored by the organization including how the data is deleted or otherwise treated. Data needs to be cataloged and business owner, purpose, how it is used, and the classification level. It def... ...w long the data is required and when it will be deleted, anonymized, or archived.

TAKE NOTES

Salesforce Reference Link

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 16:

PROVIDE FEEDBACK

What are the recommended actions when deleting a large volume of records?

Choose 2 answers.

- ❌ A. Schedule a backup to generate a backup of the data
- ✔ ***B. Manually perform a data export of the data before deletion***
- ❌ C. Only soft delete the records
- ✔ ***D. Use the hard delete option***

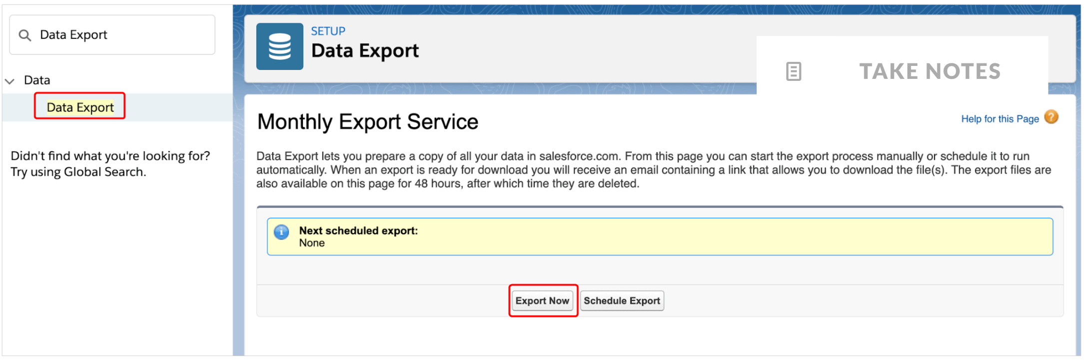
Incorrect

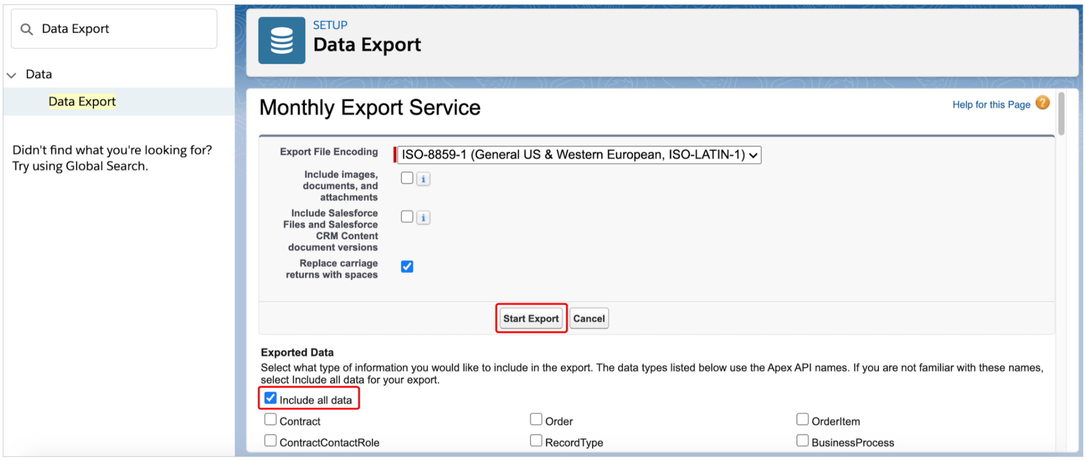
It is recommended to create a backup of data before mass deletion in case it needs to be restored. This can be done manually without waiting for a scheduled backup to run.

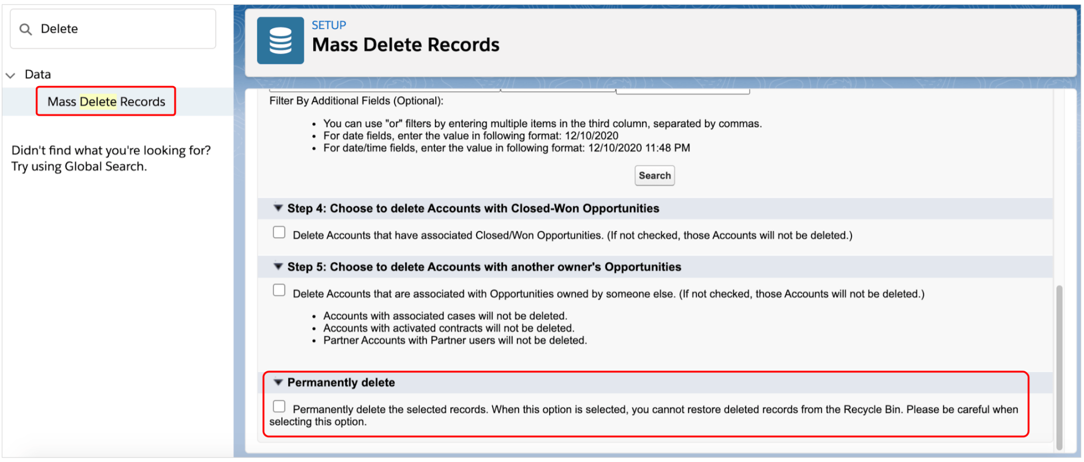
Soft deleted records still affect database performance because the data is still in the Recycle Bin until it is permanently deleted. On the other hand, 'hard deletion' can bypass the Recycle Bin and immediately delete records permanently.

Salesforce Reference Link
Salesforce Reference Link 2

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).







Question 17:

PROVIDE FEEDBACK

On Cosmic Computing's website, customers can register their own details and details of the product they have purchased. This information is then created in a registration custom object in Salesforce. Currently, customer service agents are checking the details for each contact registration and creating a new

contact if required, and then creating a product asset related to the contact.
How could automation tools assist in this situation?

TAKE NOTES

Choose 1 answer.

A. A trigger could be written on record insert to check for an existing contact and then create the asset record.

B. A flow that would do a lookup and create a contact if required, and then create the asset record.

C. A process could be created in Process Builder to create a new asset record after looking up the contact.

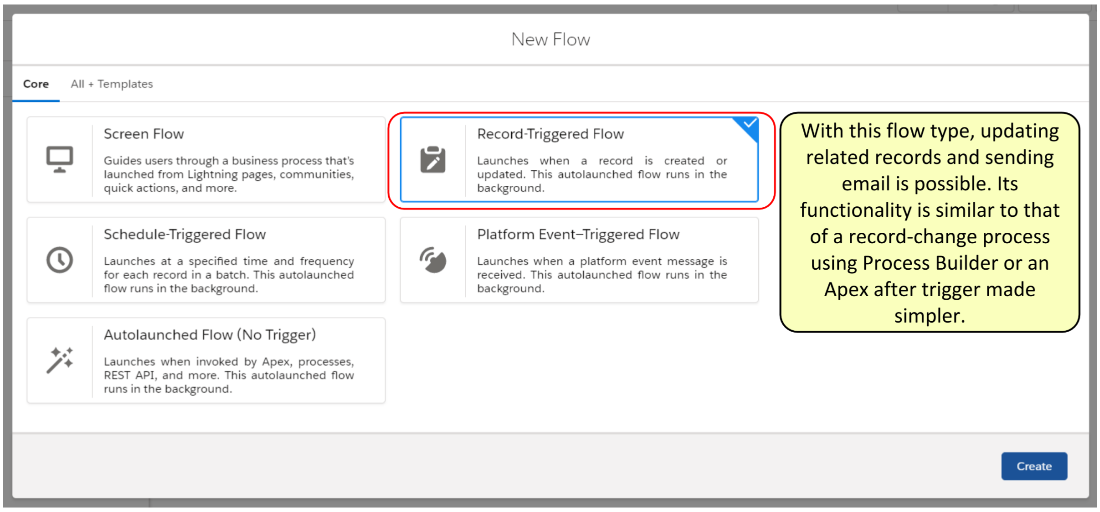
D. A workflow rule could be used to create a new asset record related to the contact in the registration object.

Correct

A workflow rule is not able to create a new record, so it is not suitable to use in this scenario.
A flow is required to do a lookup and determine if a contact exists, so this requirement cannot be met using only Process Builder.
A record-triggered flow can be used so that each time a registration record is created, it would automatically do a lookup and create a contact record if required, and then create the asset record.
This requirement could be met using a trigger, but using a declarative solution by utilizing existing automation tools is preferable.

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



Question 18:

TAKE NOTES

The support department of Cosmic Service Solutions is receiving a lot of emails. In order to improve efficiency, the Salesforce Administrator of the company has suggested the implementation of Email-to-Case. Which of the following are valid considerations pertaining to its implementation?

Choose 2 answers.

- [ ] A. Email attachments are not captured
- [x] ***B. Some case fields are automatically populated***
- [x] ***C. Emails sent to a nominated email address are converted automatically to cases***
- [ ] D. Salesforce includes filters to prevent spam from becoming cases

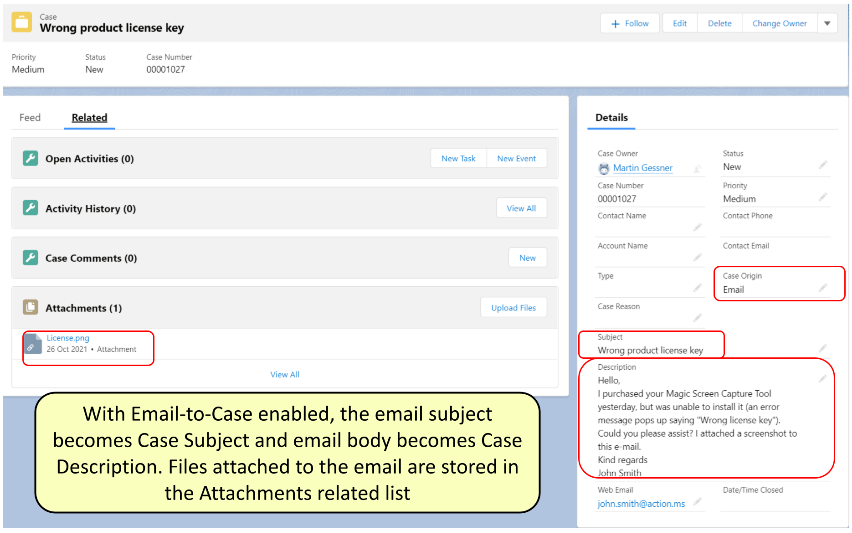
Correct

In Salesforce Classic, attachments are shown in the 'Emails' related list on the 'Case' object. In Lightning Experience, attachments are added to the 'Attachments' related list. To prevent spam, a spam filter app from AppExchange needs to be installed.

Reference Link
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).

Screenshots



TAKE NOTES

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Question 19:

Which of the following are true statements about accessing external object data in Salesforce?

Choose 3 answers.

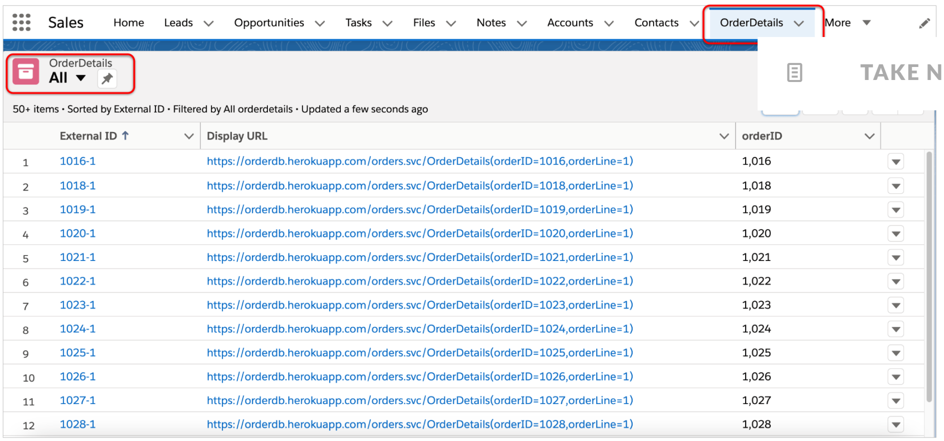
- [ ] A. External object data synchronization runs regularly in the background.
- [ ] B. Formula fields can be used to access information about related objects.
- [x] ***C. Detail pages can be accessed to view external object data.***
- [x] ***D. A user can use a custom tab to access records of an external object.***
- [x] ***E. External object data can be accessed via list views.***

Correct

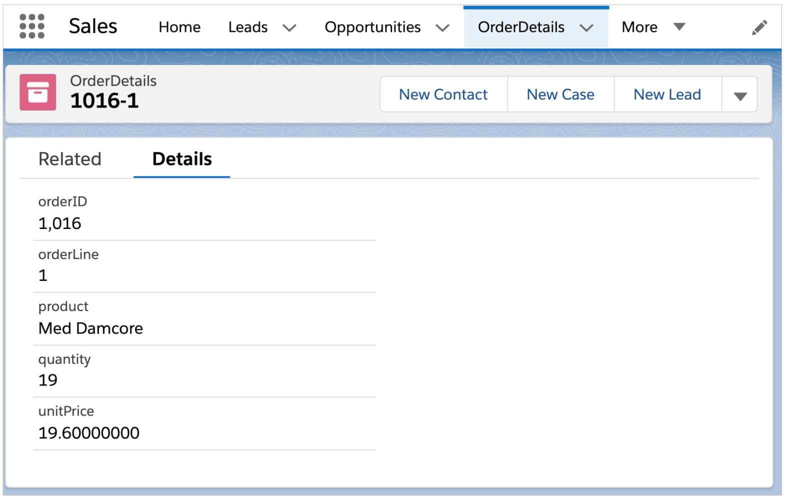
External objects share much of the same user interface functionality as custom objects. It is possible to access external objects via list views, detail pages, record feeds, custom tabs, and page layouts. However, formula fields cannot be added to external objects. Also, external object data is not stored in Salesforce. Salesforce Connect provides a live connection to external object data rather than a copy that consumes storage and must be regularly synced.

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 20:

PROVIDE FEEDBACK

There is currently a many-to-many relationship between custom objects 'Projects' and 'Team Members'. A team member can be added to a project only once. Which of the following can be used to address the requirement?

Choose 1 answer.

- A. Use Process Builder to check if the team member is already assigned to the project
- B. Create a trigger on the junction object to check if the team member is already assigned to the project
- ✗ C. Use a validation rule to check if the team member is already assigned to the project
- ✓ ***D. Use a workflow rule to update a unique field concatenating the project and team member ids when junction records are created***

Incorrect

A simple way to do this declaratively is to create a unique field on the junction object, that is updated via a workflow when a new record is created and concatenates the id of t TAKE NOTES member. The next time a record is created with the same project and tea... ...., ... fail as the field has been marked as unique and an error will be displayed.

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

Question 21:

Which of the following are valid identity verification methods?

Choose 3 answers.

- [x] ***A. Using the Salesforce Authenticator mobile app to verify the account activity***
- [x] ***B. Using a Built-In Authenticator such as Touch ID, Face ID, or Windows Hello***
- [ ] C. Using an API key pair that includes a unique secret key to verify the account activity
- [ ] D. Entering a mobile number every time during login to receive a verification code in a text message
- [x] ***E. Using the verification code in an email that is sent to the address associated with the account***

Correct

The Salesforce Authenticator mobile app can be used to verify the Salesforce account activity. Salesforce sends a push notification to the mobile device. When a user receives the notification, the app can be opened to verify the activity details. The app can also be used to generate a 'one-time password' that can be used for verification. Moreover, Salesforce sends a verification code in an email to the address associated with the user's account.
A Built-In Authenticator such as Touch ID, Face ID, or Windows Hello can be registered to verify identity. It makes use of biometric readers on mobile devices such as fingerprints or facial scanners.

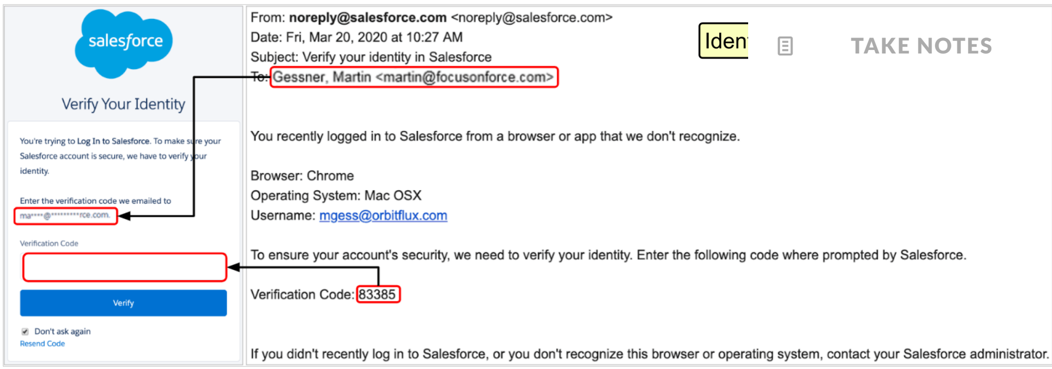
There is no option to enter a mobile number every time during login to send a verification code in a text message to that number. Verification codes are sent via SMS only to the verified mobile number of the user. The Salesforce account owner can verify their own mobile number, or their System Administrator can specify the mobile number using the proper format on the user's detail page.

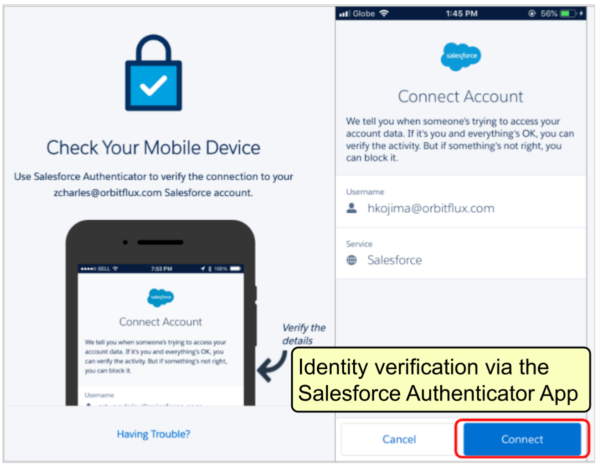
Using an API key pair is not possible for identity verification. Instead, if a user has registered a U2F security key that is associated with their account; the key can be used to verify the account activity. Salesforce prompts the user to insert the security key into their computer's USB port.

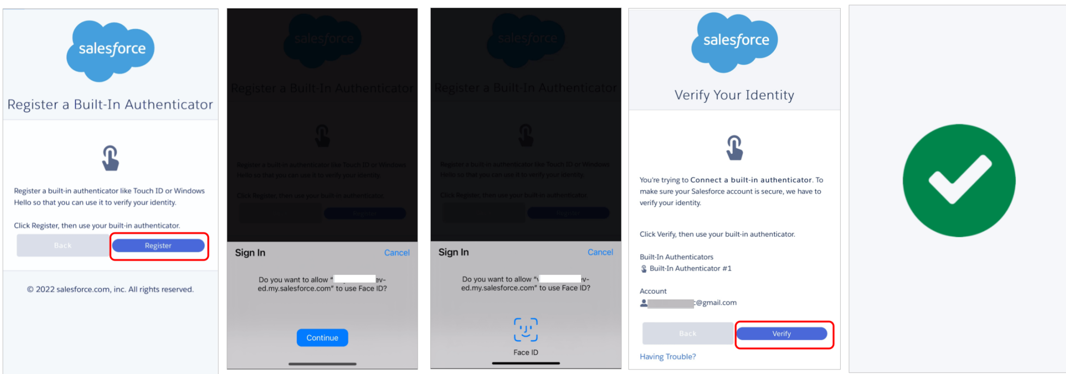
Reference Link
Reference Link 2

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

Screenshots







Question 22:

PROVIDE FEEDBACK

Which of the following can be done to ensure that records are updated to contain the latest data from a Lightning Data service?

Choose 2 answers.

- [ ] A. Check the last compared date
- [x] ***B. Use the 'Check for New Data' action***
- [x] ***C. Configure data integration rules to update data automatically***
- [ ] D. Configure a scheduled job to check and update the data

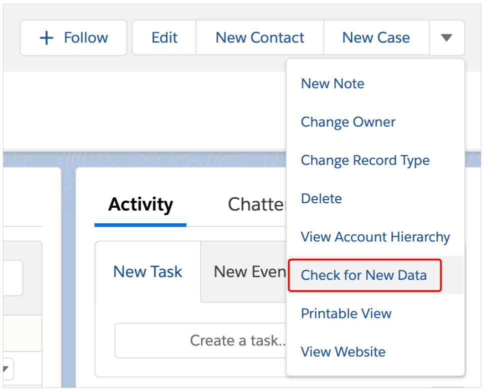
TAKE NOTES

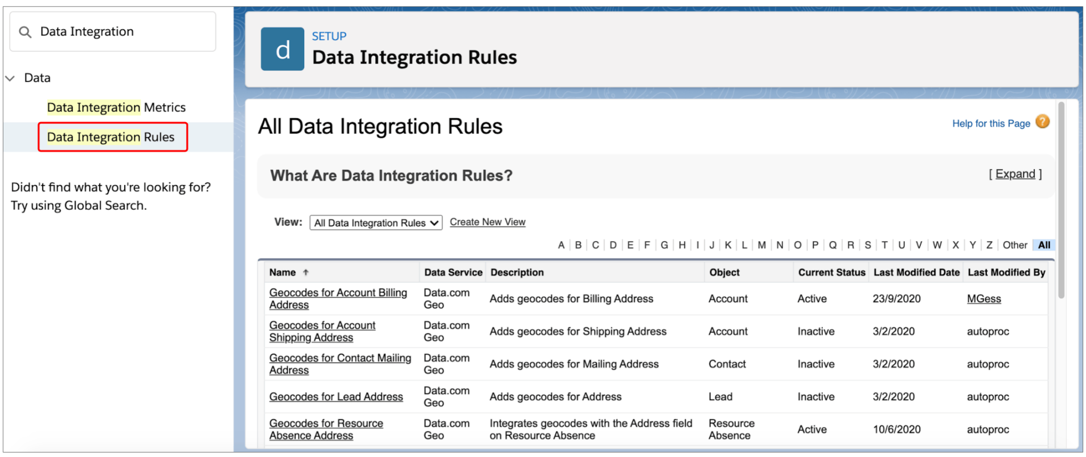
Correct

The 'Check for New Data' action can be used to manually check and update a record from a data service. Data integration rules can be configured to update data automatically for certain fields according to a frequency defined by the data provider.

Salesforce Reference Link

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).





Question 23:

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TAKE NOTES

Which option should be selected while choosing an 'Action Type' to create object-specific quick action that launches a Lightning web component?

Choose 1 answer.

- A. Flow
- B. Custom Component
- C. Lightning Component
- ✓ ***D. Lightning Web Component***

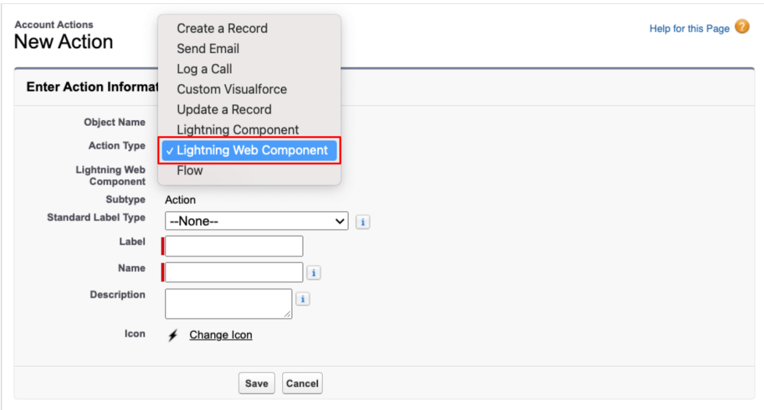
Correct

Unlike global quick actions, object-specific quick actions support Lightning web components. To create a Lightning web component quick action, the 'Lightning Web Component' action type is selected.

The 'Lightning Component' option is selected when creating a quick action using an Aura component. The 'Flow' option is selected in order to launch a flow using a quick action. A "Custom Component" is not a valid Action Type option.

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.)



PROVIDE FEEDBACK

Question 24:

The audit department would like to know the details of when payment was authorized and by whom. Payments are held in a custom object and the status is tracked in a custom field. Which of the following statements is true about Field History?

TAKE NOTES

Choose 1 answer.

A. Field History is tracked automatically, including the date and user who made the change

B. If Field History is enabled for the custom object, the date and user who made the change will be available

C. If Field History is enabled for the custom object and custom field, the date and user who made the change will be available

D. Field History tracking is not available for custom objects

Correct

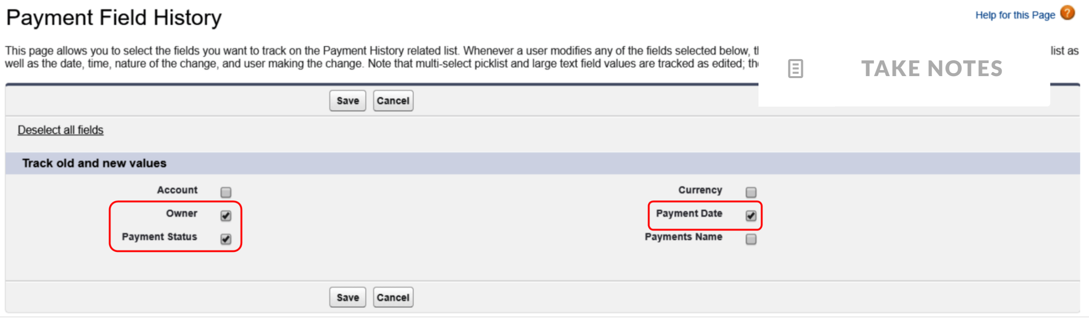
Field History tracking is available for custom objects. First, it needs to be enabled for the custom object, and then the field to be tracked needs to be selected.

The date, time, nature of the change, and user who made the change will be tracked.

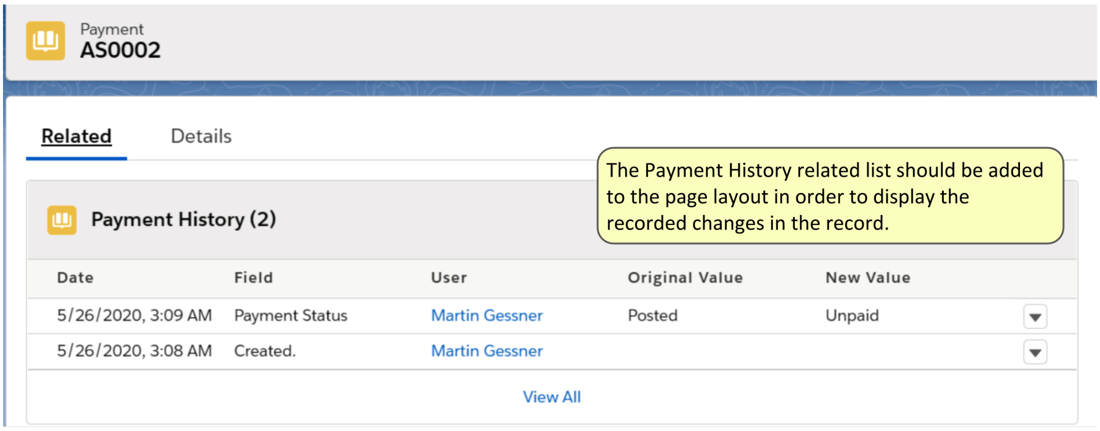
Changes made prior to the date and time when history tracking is enabled for a field are not tracked.

Salesforce Reference Link

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



Question 25:

PROVIDE FEEDBACK

What is true regarding the use of change sets to migrate changes between environments?

Choose 2 answers.

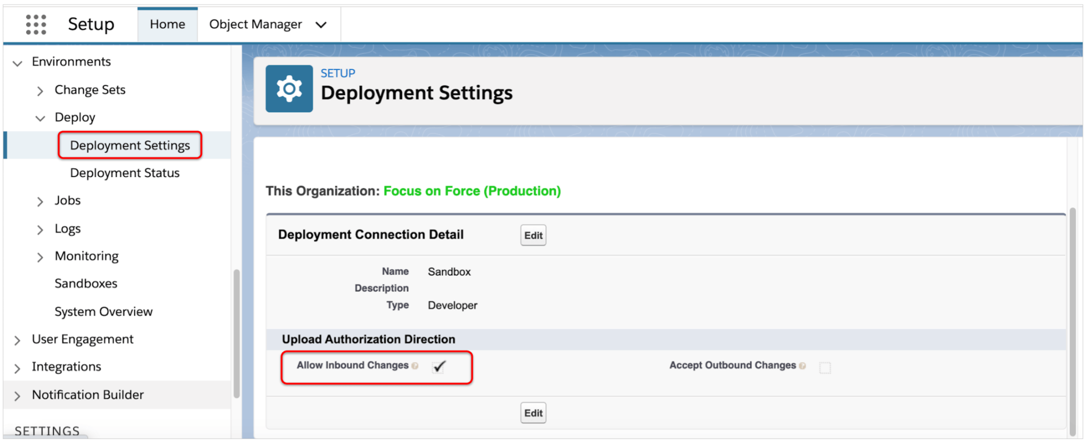
- [ ] A. Once a deployment connection is made, change sets can be sent to and from the source and target orgs
- [x] ***B. Once a deployment connection is made, the target org must authorize accepting changes from a source org***
- [ ] C. Production orgs only allow inbound changes; they cannot send outbound changes to another org
- [x] ***D. The possible migration paths for orgs to send and receive change sets between environments can be different for each company***

Correct

A deployment connection is not sufficient to be able to send change sets between environments; the deployment connection must be authorized. A production org can accep TAKE NOTES outbound changes to another org. The migration paths between environ... ...ach company.

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.



Question 26:

PROVIDE FEEDBACK

What is true regarding Opportunities and Quotes?

Choose 2 answers.

- [ ] A. One or more quotes can be synced to an opportunity at the same time
- [x] ***B. An opportunity may have multiple related Quotes***
- [ ] C. If a product is deleted from an opportunity, it is deleted from all quotes related to the opportunity
- [x] ***D. If a product is deleted from a synced quote, the product is deleted from the related Opportunity***

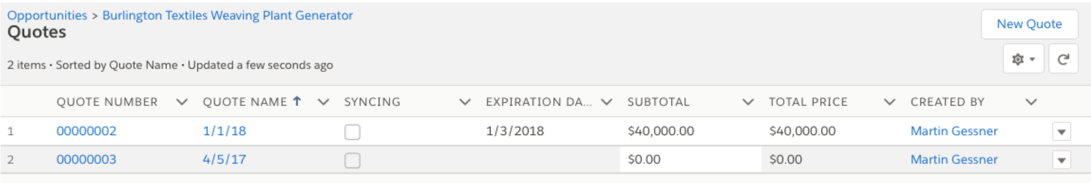
Correct

An opportunity can have multiple related quotes, but only one can be the synced quote. If a product is deleted from a synced quote, it is deleted from the Opportunity Product.

Salesforce Reference Link

Objective: Cloud Applications

Detailed Objective: Describe the features of Salesforce which enable Sa TAKE NOTES e process, including products, price books, schedules, orders, and quotes



Question 27:

PROVIDE FEEDBACK

The Customer Site users of Bright Starts Company have edit access to the Case object, but have Read-Only access to its Status field. Due to the field-level security setting, a screen flow that runs on the case site page throws an 'insufficient privileges' error when they try to close cases. How can the Salesforce Administrator allow the users to successfully close cases using the same flow without removing the Read-Only setting?

Choose 1 answer.

- ***A. Edit the screen flow to run in system context with sharing to ignore certain user permissions***
- B. Upgrade the Customer Community users to the Customer Community Plus license
- C. Call a process created using Process Builder from the screen flow to bypass field-level security
- D. Conditionally provide access to the 'Status' field for users using Apex managed sharing

Correct

Flows can be configured to run in user or system context depending on how the flow is launched, or entirely in system context with sharing mode. Choosing to run the flow in system context with sharing mode causes to bypass certain permissions of the running user such as field-level access. In this setup, the field-level security settings do not need to be changed, and the error thrown by the flow can be avoided if the flow is run in this mode.

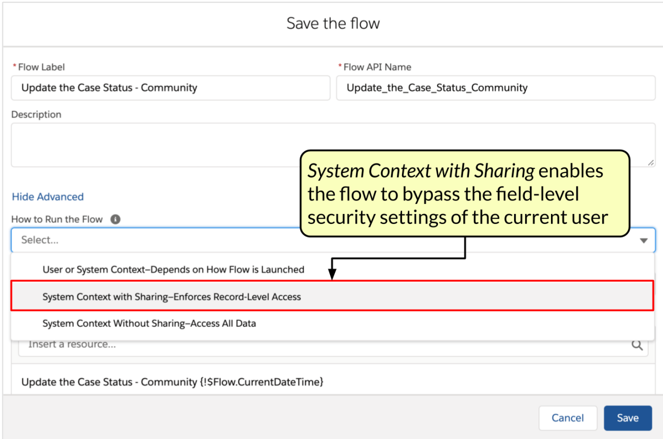
In addition, a flow can also be configured to run in system context without sharing, which not only ignores object-level and field-level security, but also org-wide default settings, role hierarchies, sharing rules, manual sharing, teams, and territories.

A process built using Process Builder cannot be called directly by a flow. Apex managed sharing is used in the context of record-level access and not field-level access. Upgrading the user license from Customer Community to Customer Community Plus has no impact on the field-level security settings of an object.

Salesforce Reference Link

Objective: Process Automation

Detailed Objective: Given a complex scenario, determine the solution u TAKE NOTES combination of tools to solve a business problem



Question 28:

PROVIDE FEEDBACK

A group of managers needs to have access to several objects of a Salesforce app for a specific session. The Salesforce Administrator intends to assign several permission sets to these users in order to give them the required access but wants to make sure that their access is removed after the particular session. How can the Salesforce Administrator most efficiently address this requirement?

Choose 1 answer.

A. Create the permission sets, assign them to the managers, and remove the assignments at the end of the predetermined session.

✓ ***B. Create a session-based permission set group that contains the permission sets, and assign them to the managers.***

C. Create a permission set group that contains the permission sets, assign it to the managers, and remove the assignments at the end of the predetermined session.

D. Create session-based permission sets, and assign them to the managers.

Correct

With session-based access control, access can be given to users for a specific session. Once the session expires, the access is revoked automatically without having to remove the assignments.

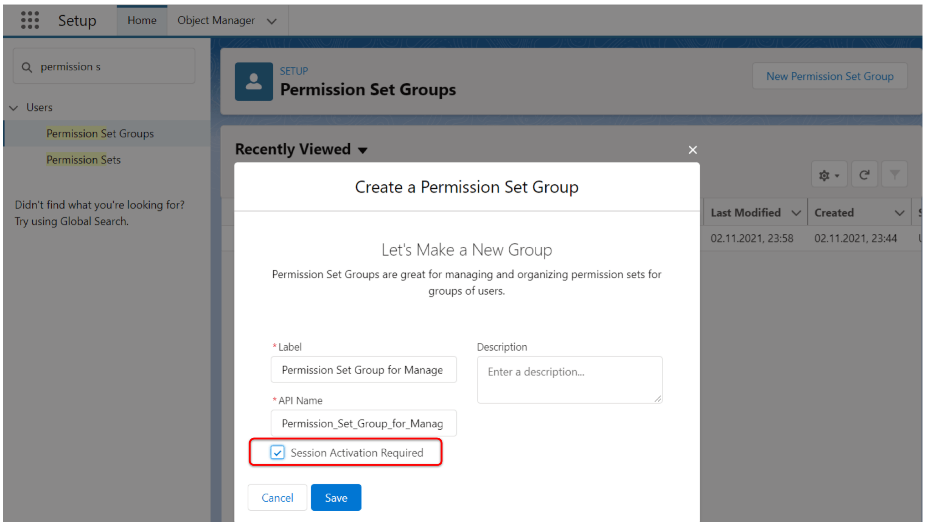
Session-based access control can be used with permission set groups that contain multiple permission sets. Although multiple session-based permission sets can be created to give different types of access to certain users for a limited time, it is more efficient to use a session-based permission set group instead.

TAKE NOTES

Reference Link

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

Screenshots



PROVIDE FEEDBACK

Question 29:

The Salesforce Administrator found that there are multiple instances of the same account in their Salesforce Org. What is true regarding merging account records in Lightning Experience?

Choose 2 answers.

- [x] ***A. Relationships to the duplicate accounts are moved to the master account***
- [ ] B. Any number of accounts can be merged
- [x] ***C. After selecting duplicates to merge, one master account record needs to be selected***
- [ ] D. All data will be taken from the master record and the other records permanently deleted

Correct

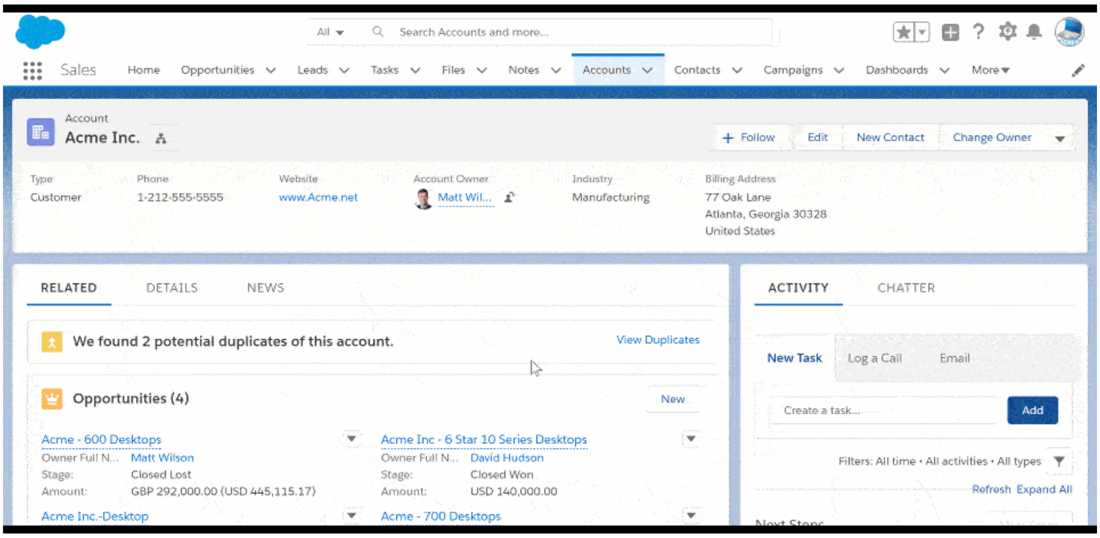
In Lightning Experience, potential duplicates are displayed after clicking on the 'View Duplicates' link. Up to 3 account records can be selected to merge. A master record needs to be selected, and fields to be retained can be selected from each record. Merged account records will be moved to the recycle bin.

Salesforce Reference Link

Objective: Data and Analytics Management

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

TAKE NOTES



Question 30:

PROVIDE FEEDBACK

The sales users of Cosmic Enterprises often make incorrect data updates in Salesforce. In addition, inbound integration errors sometimes cause data corruption. The company is looking for a solution that can generate automatic backups and quickly restore data when such data incidents occur. It should support daily incremental backup of custom and standard objects' records. Which Salesforce product should a data architect recommend for this requirement?

Choose 1 answer.

- A. Data Export Service
- ***B. Backup & Restore***
- C. Data Loader
- D. Data Manager

Incorrect

Backup & Restore is a Salesforce product that can be utilized to generate backups and quickly restore data in the event of integration errors, malicious attempts, or incorrect data updates. It supports custom and standard object backups and daily incremental backups.

Data Export Service allows exporting data manually once every 7 days (for weekly export) or 29 days (for monthly export). Data Loader cannot be used for daily incremental backups. Customer 360 Data Manager is used to integrate data among multiple Service Cloud orgs and Commerce Cloud.

Salesforce Reference Link
Salesforce Reference Link 2

TAKE NOTES

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).

Question 31:

PROVIDE FEEDBACK

In ABC company, when a quote is accepted by the customer, a draft agreement and a follow-up task need to be created. What is the best way to cater to this requirement?

Choose 1 answer.

A. Use Process Builder with immediate actions to create an agreement record and create a follow-up task

✓ ***B. Use a Flow to define a record and task creation process***

C. Ask a developer to create a trigger that creates an agreement record automatically based on the quote status, and use a workflow rule to create follow-up tasks

D. Create a Workflow Rule triggered by a field update on the quote status, with an action to create an agreement record and tasks

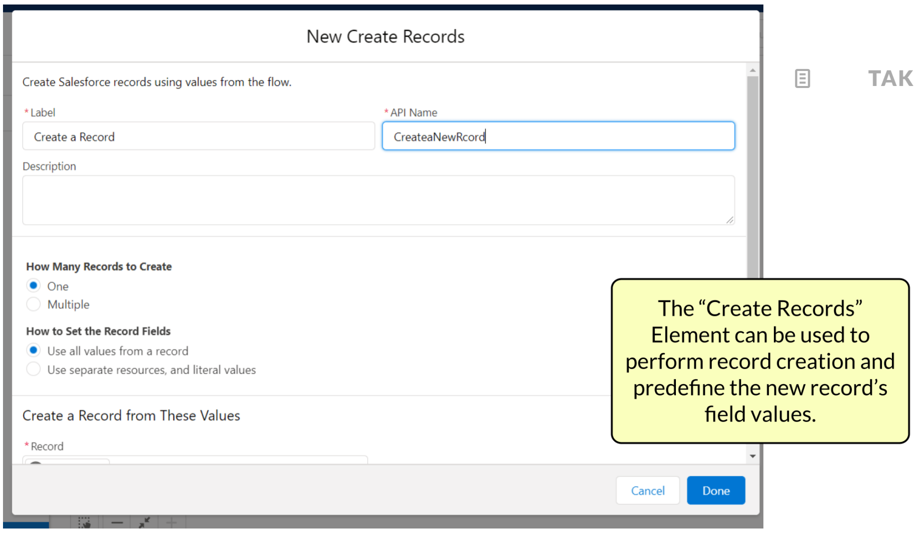
Correct

Except for tasks, records cannot be created with a standard workflow action. Process Builder allows records to be created as a process action and related to the original record. However, it is recommended to use a record-triggered Flow when automating actions like record creation, update, or deletion after an event, e.g. when an object record is updated.

A trigger could also be used, but a declarative tool like the Flow Builder is recommended for simpler processes that do not have complex branching logic.

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

Question 32:

PROVIDE FEEDBACK

Global Insurance has recently switched to Lightning Experience and is planning to introduce the Sales Path functionality in the near future. What can be done to ensure that it does not display on the Opportunity record page until Sales Representatives have been trained in how it works?

Choose 3 answers.

- [x] ***A. Modify the existing Opportunity record page and remove the Sales Path component***
- [ ] B. Remove the component from the Opportunity page layout temporarily
- [x] ***C. Set the visibility setting of the component to hidden until the filter criteria are met***
- [ ] D. Record pages cannot be modified in Lightning Experience
- [x] ***E. Create a new Opportunity record page with the component but do not activate it yet***

Correct

The Lightning App Builder can be used to modify existing record pages or create new record pages. Sales Path is a standard component that can be removed from the Opportunity record page. The 'Set Component Visibility' option of the Sales Path component can be set to hidden if the filter criteria are not met. New record pages need to be activated to be available for users.

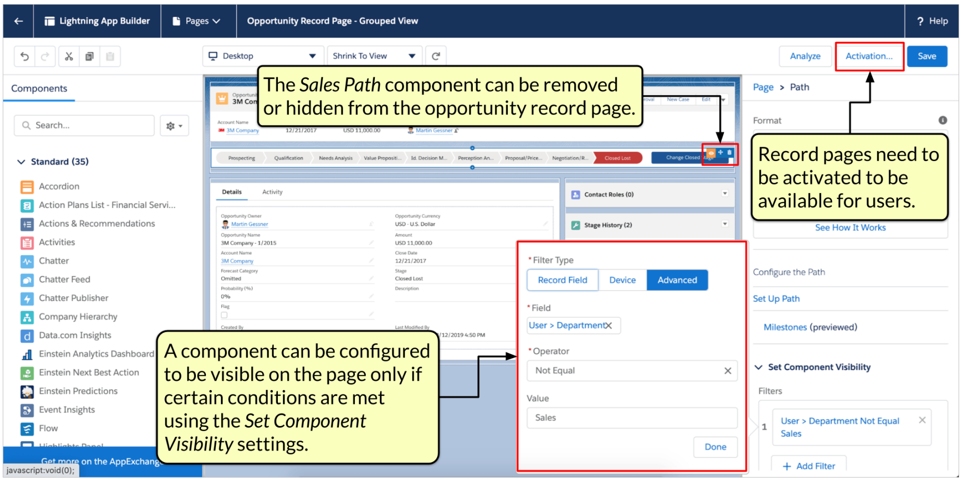
It is possible to edit record pages in Lightning Experience. Components can be added to and removed from the Lightning record page, not in the page layout.

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



Question 33:

What is the order of execution when a record is saved?

PROVIDE FEEDBACK

Choose 1 answer.

A. System Validation Rules, User Defined Validation Rules, Before Triggers, Workflow Rules, After Triggers, Workflow Rules, Assignment Rules, Commit

B. System Validation Rules, Before Triggers, All Validation Rules, Duplicate Rules, After Triggers, Assignment Rules, Workflow Rules, Commit

C. System Validation Rules, Before Triggers, All Validation Rules, Workflow Rules, After Triggers, Assignment Rules, Commit

D. System Validation Rules, Workflow Rules, All Validation Rules, Before Triggers, After Triggers, Assignment Rules, Commit

Correct

When a record is saved, Salesforce performs a number of events in a certain order. System Validation Rules, Before Triggers, System and User Defined Validation Rules, Duplicate Rules, After Triggers, Assignment Rules and Workflow Rules are performed. There are additional events in addition to the ones listed.

Salesforce Reference Link

Objective: Process Automation

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

TAKE NOTES

Question 34:

PROVIDE FEEDBACK

The data architect at Cosmic Solutions needs to design a solution that utilizes the Salesforce data model to record data privacy preferences and consent of individuals. The addresses, email address, and phone numbers of the individuals need to be encrypted. Which of the following are true about how this requirement can be met?

Choose 3 answers.

- A. The standard Data Privacy object can be used to record data privacy preferences.
- ✓ ***B. The standard Individual object can be used to record data privacy preferences.***
- ✓ ***C. The standard consent management objects can be used to record consent.***
- ✓ ***D. Encryption is supported for the points of contact associated with individual and person accounts.***
- ✗ E. Only email addresses and phone numbers for the points of contact can be encrypted.

Incorrect

Standard objects provided by Salesforce (e.g. Individual, Consent, Contact Point Type, Contact Point Consent, Authorization Form objects) can be used to record personal and sensitive information. Custom objects should only be included in the data model for specific requirements that cannot be fulfilled using the standard objects.

The Individual object stores details about data protection and privacy preferences and can be used to unify preferences for one individual across multiple records (lead, contact, person account, custom object) that represent the same individual. For example, on an individual record, related lists can be used to create multiple contact point addresses, emails, and phone numbers of an individual. It is possible to encrypt the addresses, email addresses, and phone numbers for the points of contact associated with individual and person accounts.

The Contact Point Consent object is used to store customers' consent to be contacted through a specific contact point like an email address or phone number. The Contact Point Type field on the object allows specifying the contact point used to capture the consent. The Engagement Channel Type field allows selecting other channels like SMS or fax. A contact point consent record can be associated with a record based on the Individual object. The consent can also be associated with a contact point record, such as email or phone.

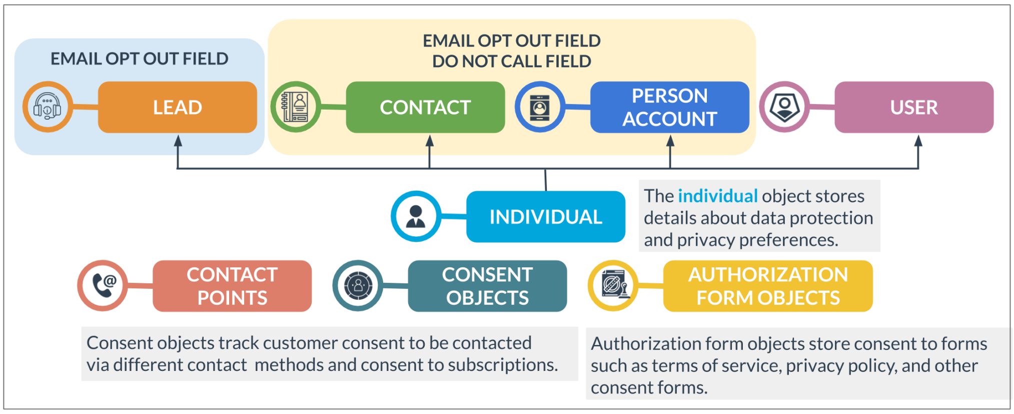
There is no standard Data Privacy object. Custom objects could be used for recording consent in specific situations, but first, the standard consent objects should be considered.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Auditing and Monitoring

Detailed Objective: Explain how to ensure sensitive data is setup to sup... TAKE NOTES business/legal/compliance use case in production and sandbox environm...

Salesforce Data Privacy Preference Objects



Question 35:

PROVIDE FEEDBACK

As part of ensuring compliance with GDPR regulations, the data architect has been asked to ensure that personal data is appropriately secured. Which of the following could be used to protect personal data stored in Salesforce?

Choose 3 answers.

- A. Custom Settings
- ***B. Shield Platform Encryption***
- C. Salesforce Personal Data Protection
- ***D. Salesforce Data Mask***
- ***E. Field Level Security***

Incorrect

Salesforce provide a number of features to protect data such as custom text field encryption, platform shield encryption, sharing settings, field level security and event monitoring. Shield Platform Encryption can be used to encrypt standard and custom fields, files and attachments at rest. Classic encryption used to encrypt and mask custom text fields. Event monitoring can be used to monitor and prevent access to sensitive data. The sharing model can be used to ensure users only have access to appropriate records. Field Level Security can be used to ensure users only have access to appropriate fields in a record. Salesforce Data Mask can be used to mask sensitive data in full or partial sandboxes. Custom settings are similar to custom objects and allow a custom set of data to be stored, however it is not a data protection feature.

Salesforce Reference Link
Salesforce Reference Link 2

TAKE NOTES

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.

Options to Protect Data

Encryption	Shield Platform encryption for fields, files and attachments at rest. Classic encryption used to encrypt and mask custom text fields.
Salesforce Data Mask	Used to mask sensitive data in full or partial sandboxes.
Event Monitoring	Used to monitor and prevent access to sensitive data.
Sharing Model	Used to ensure users only have access to appropriate records.
Field Level Security	Used to ensure users only have access to appropriate fields on a record.
Session Security Settings	Used to secure areas in setup that are sensitive operations such as accessing reports, managing encryption keys, authentication

Question 36:

PROVIDE FEEDBACK

A validation rule that fires whenever a newly created record has the Status of 'Pending' is not firing for certain records even if it is turned on. What best explains this scenario?

Choose 1 answer.

A. A system permission that bypasses any validation rule was assigned to the user that created the records

B. The running user has a profile of System Administrator

C. The record was created using a Visualforce page

✓ ***D. The record was created using 'Quick Create'***

Correct

There is no out-of-the-box system permission that can override validation rules. By default, validation rules apply to all user profiles. However, it is worth noting that a validation rule can be set up to check a user's profile or assigned permission set as part of the validation. Creating records using Quick Create bypasses validation rules, so it is a good practice to disable 'Quick Create' if not necessary.

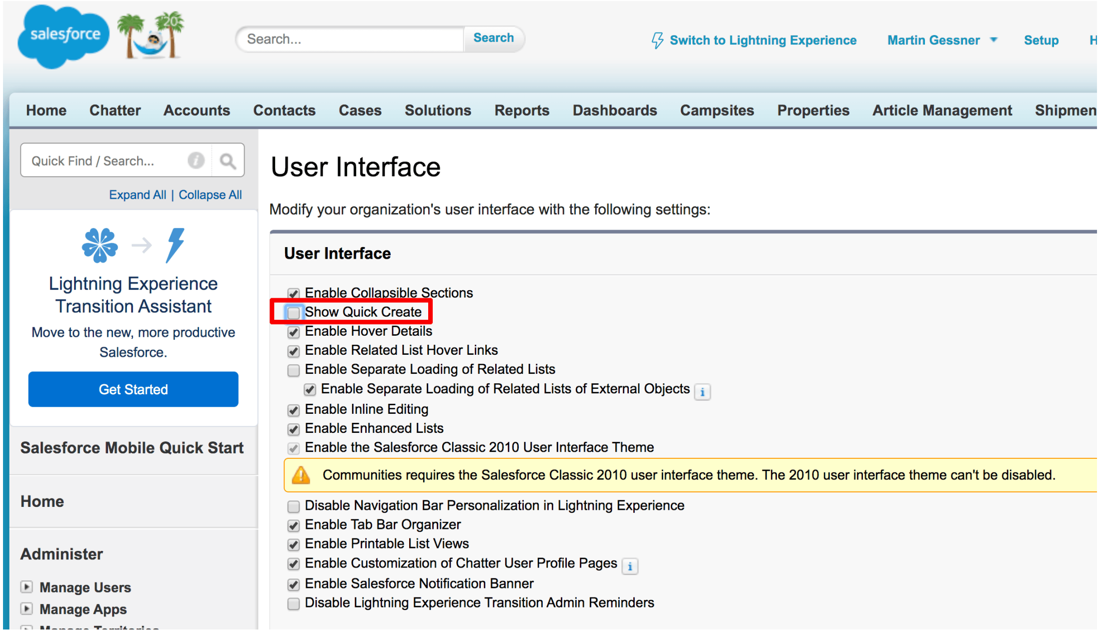
Reference Link
Reference Link 2

Objective: Data and Analytics Management

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

TAKE NOTES

Screenshots



Question 37:

PROVIDE FEEDBACK

Cosmic Insurance has started using a Text Area (Rich) field on the Contact object to store detailed information about each customer. However, this field should be encrypted at rest to comply with certain regulations. Also, users should be able to search the data within this field using the Salesforce UI. What should a Solution Architect recommend to meet this requirement?

Choose 1 answer.

- A. Convert the field to a custom Text (Encrypted) field.
- ✓ ***B. Use Shield Platform Encryption to encrypt the field.***
- C. Use the Apex Crypto class to encrypt the field as soon as it is updated.
- D. Use an AppExchange application that allows encrypting custom fields.

Correct

Shield Platform Encryption can be used to encrypt custom fields such as a Text Area (Rich) field. It is not possible to convert a Text Area (Rich) field to a Text (Encrypted) field. An Apex Crypto class would be more suitable for encrypting information at rest as well as in transit. Using an AppExchange solution is unnecessary for this requirement since a native solution is available. A native solution should be preferred whenever possible. However, if an AppExchange application provides a better benefit-cost ratio, then it may be the more suitable option for the company.

Salesforce Reference Link
Salesforce Reference Link 2

TAKE NOTES

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 38:

PROVIDE FEEDBACK

There is a requirement to track which Health Care Providers are related to Hospitals. Hospitals and Health Care Providers are custom objects. A Health Care Provider should be related to multiple hospitals, and a Hospital should be related to multiple Health Care Providers. How can this relationship be created?

Choose 1 answer.

A. Create a master-detail relationship field on the Health Care Provider object

B. Create two lookup relationship fields: one on the Health Care Provider object and the other on the Hospital object

✔ ***C. Create an additional junction object to connect the other two objects and create two master-detail relationship fields on that object***

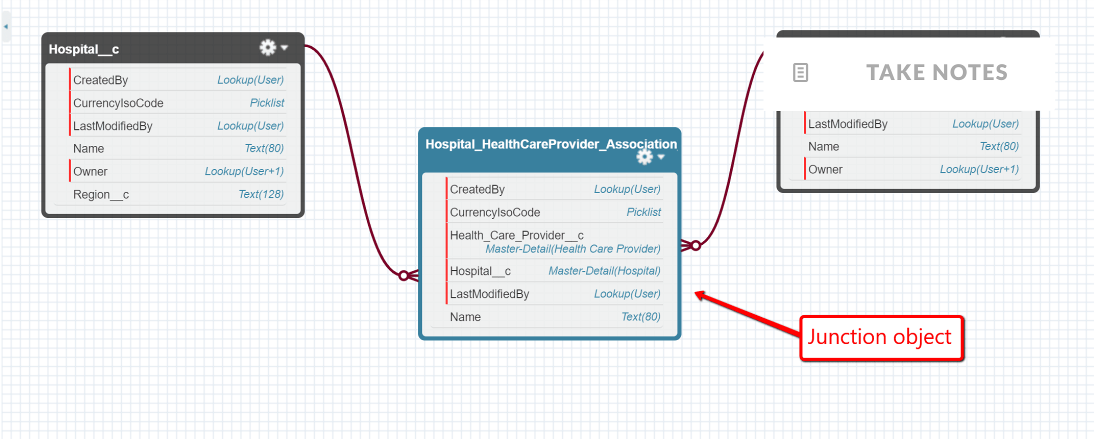
D. Create two master-detail relationship fields: one on the Health Care Provider object and the other on the Hospital object

Correct

In this case, a many-to-many relationship is required, and an additional junction object needs to be created to connect the Hospital and Health Care Provider objects. After creating the junction object, two master-detail relationship fields need to be created to connect the other two objects.

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 39:

PROVIDE FEEDBACK

A company in the telecommunications industry has teams of agents who are at times in the field providing technical support to major clients. The agents use a Lightning App to work with records of a custom object and are requesting to have the detail page display only the necessary actions when accessing the record using the Salesforce mobile app to improve the user experience. Which of the options below can be performed to meet the requirement?

Choose 1 answer.

- A. Build a separate Lightning App for mobile devices
- ✓ ***B. Use Dynamic Actions to hide and show actions***
- C. Set Action Visibility using the page layout editor
- D. Use the Lightning Mobile Page for mobile users

Correct

Dynamic Actions are supported in the mobile app for custom objects. Once Dynamic Actions is enabled on a Lightning record page in App Builder, action visibility can be set based on filters such as the field value of the record, device of the current user, and more. After Dynamic Actions has been enabled, the actions available in the highlights panel of the record page are no longer controlled from the object's page layout.

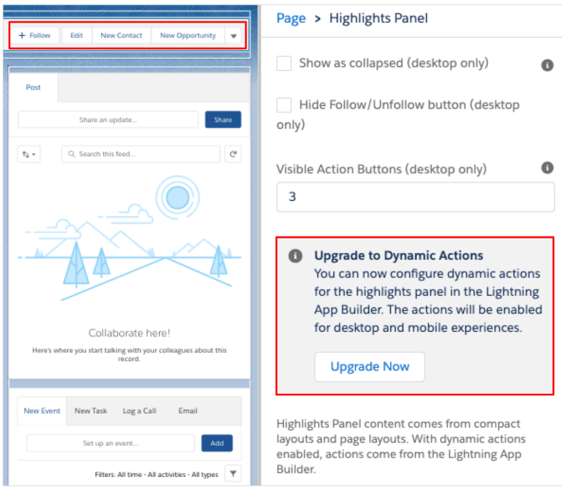
Setting Action Visibility is performed in Lightning App Builder. A Lightning Mobile Page does not exist. Building a separate Lightning App for mobile devices does not help since Action Visibility is configured at the object level and not at the App level.

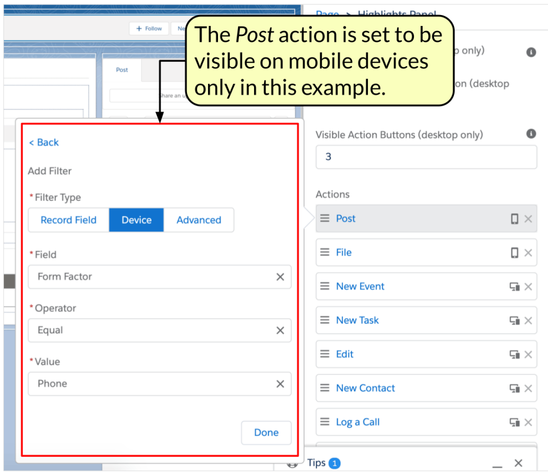
Salesforce Reference Link

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





Question 40:

PROVIDE FEEDBACK

The company's security manager has reported that they are not able to view the Health Check page of the Salesforce org. What could be the problem?

Choose 2 answers.

- [x] ***A. The user does not have 'View Health Check' permission***
- [ ] B. The user does not have 'Customize Application' permission
- [x] ***C. The user does not have 'View Setup and Configuration' permission***
- [ ] D. The user does not have 'Manage Login Access Policies' and 'Manage Password Policies' permissions

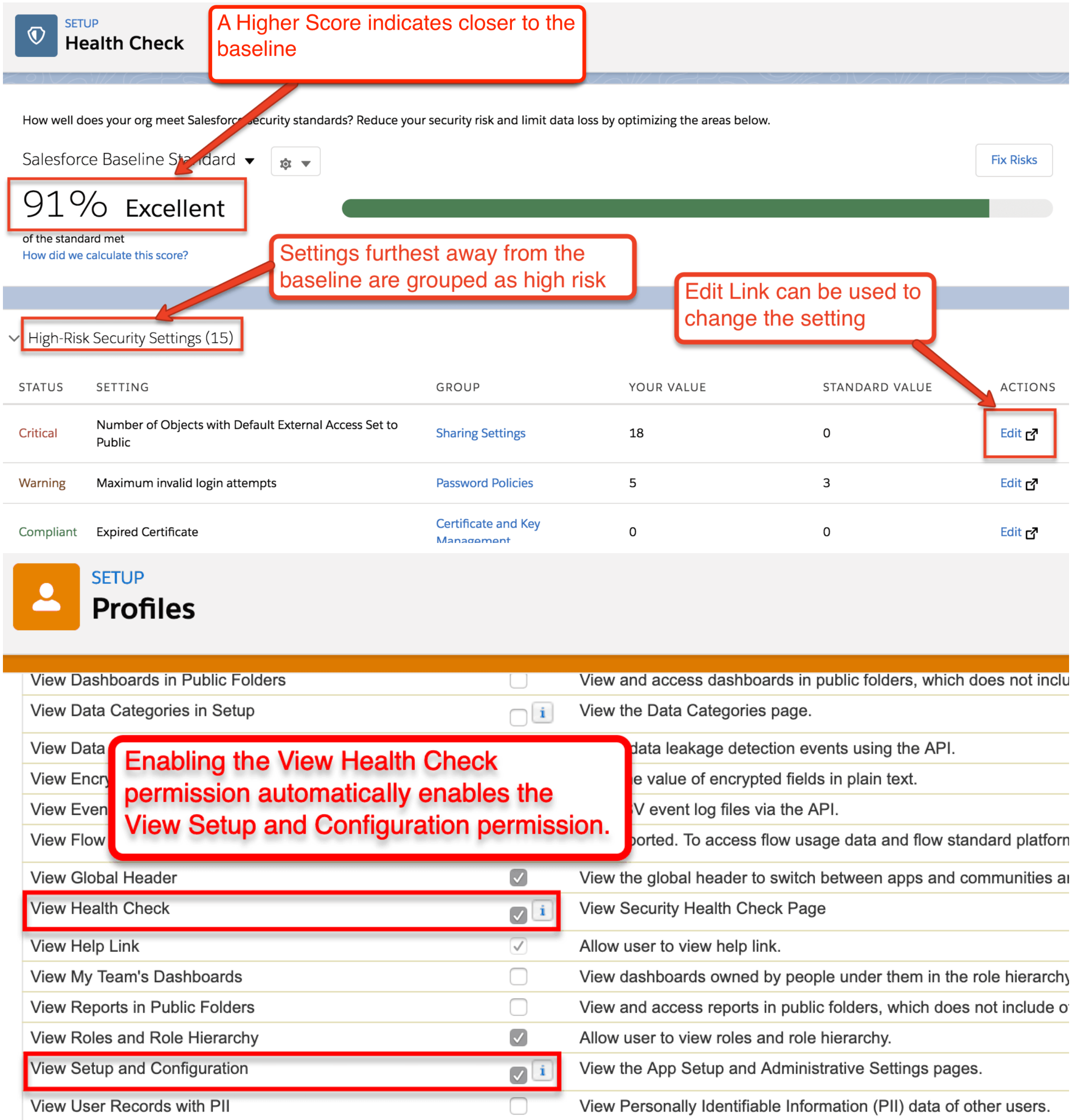
Correct

To view the Health Check page, only the 'View Health Check' and 'View Setup and Configuration' permissions are required. Enabling the 'View Health Check' permission a TAKE NOTES iew Setup and Configuration' permission if it isn't already enabled.

Salesforce Reference Link

Objective: Auditing and Monitoring

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



Question 41:

PROVIDE FEEDBACK

The Salesforce Administrator of Cosmic Solutions is configuring Salesforce Console for Sales in Salesforce Classic to enable sales productivity in the organization. Which of the following are valid considerations for setting this up?

Choose 2 answers.

- [x] ***A. Salesforce Classic console apps cannot be upgraded to Lightr***

TAKE NOTES

- [x] ***B. Some features, such as push notifications, are only available in Salesforce Classic console apps.***
- [ ] C. The Sales Console in Salesforce Classic can be used in Lightning Experience as well.
- [ ] D. The Sales Console in Salesforce Classic is pre-configured and ready for use.

Correct

It is not possible to upgrade a Salesforce Classic console app to Lightning Experience. There are some features, such as push notifications and multi-monitor support, that are only available in Salesforce Classic.

The Sales Console in Lightning Experience is pre-configured and ready for use, whereas the Sales Console in Salesforce Classic requires configuration and customization.

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.)

Question 42:

PROVIDE FEEDBACK

The Salesforce Administrator is tasked with creating a master-detail relationship in the Bright Paints, Inc. org. A manager wants a master-detail relationship with Lead as the master object and a custom object as the detail object. Why would this master-detail relationship fail?

Choose 1 answer.

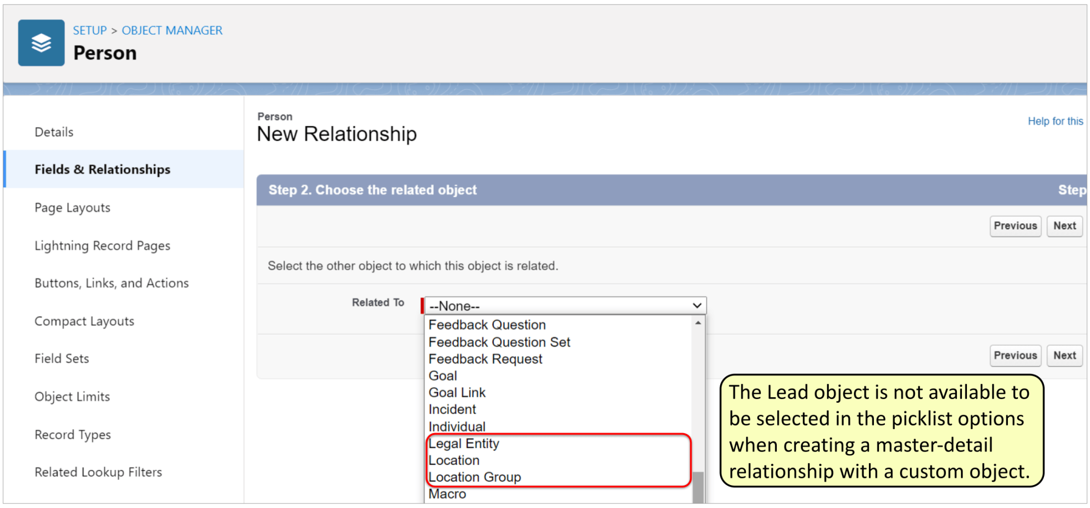
- (x) ***A. A master-detail relationship in which the Lead or User object is the master cannot be created***
- ( ) B. A standard object is on the detail side of a relationship with a custom object
- ( ) C. A master-detail relationship between a custom object and a standard object cannot be defined
- ( ) D. The master-detail relationship field is required on the page layout of the detail record

Correct

A master-detail relationship cannot be created with Lead as the master object in the relationship. The standard Lead or User object cannot be used as the master object in a master-detail relationship. Additionally, if a standard object other than Lead or User is used in a master-detail relationship, it cannot be on the detail side of a relationship with a custom object. The data from the detail object can appear on the master in a custom related list on the master object page l... TAKE NOTES

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).



Question 43:

PROVIDE FEEDBACK

A Salesforce Administrator working at Cosmic Solutions is required to migrate certain custom objects in a production org to another production org used by the company. A developer working at the same company has recommended the use of Visual Studio Code for this use case. Which of the following details would be required by the Salesforce Administrator during deployment?

Choose 3 answers.

- ☑ ***A. Username and password***
- ☐ B. Project and destination archives
- ☐ C. Name of the related change set
- ☑ ***D. Metadata components that need to be deployed***
- ☑ ***E. Target environment***

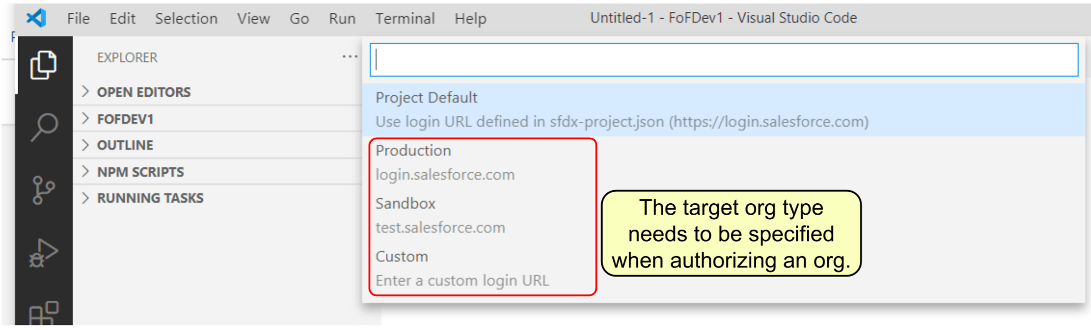
Correct

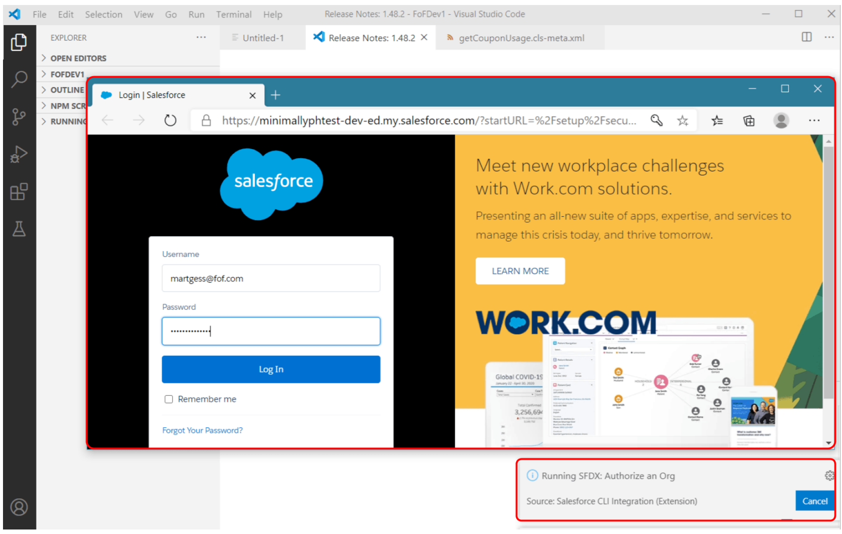
The username and password of the target environment are required during the deployment of metadata components using Visual Studio Code. The target environmen TAKE NOTES or to any deployment, and the metadata components must be specified, i.e., the custom objects that need to be deployed in this case, also need to be selected.

A change set is used to migrate metadata between related orgs. Information regarding any existing change set would be irrelevant for deployment using Visual Studio Code.

Salesforce Reference Link

Objective: Environment Management and Deployment
Detailed Objective: Describe the options available to move metadata between environments (change sets, Force.com IDE)





Question 44:

PROVIDE FEEDBACK

Which of the following statements are true regarding Salesforce Knowledge and Case Management?

Choose 2 answers.

- [x] ***A. Articles attached to a case can be emailed to the customer***

TAKE NOTES

- [x] ***B. When a case is closed, articles can be created and added to the knowledge base***
- [ ] C. Agents can generate an article automatically from case data in Lightning Experience
- [ ] D. If Salesforce Knowledge is enabled, suggested articles are automatically added to a case when it is saved

Correct

If enabled, articles can be suggested when saving a case. These articles are not automatically added, but they can be added manually. Agents can search for articles that are related to cases and, if a relevant article is found, can embed it in the body of an email and send it to the customer.

A button to create an article in a case record is available. However, generating an article with Case-data-auto-populated fields is not available in Lightning Experience.

Salesforce Reference Link

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

Question 45:

PROVIDE FEEDBACK

Cosmic Enterprises has a security policy against storing usernames and passwords in a local file. What impact would this have on options for moving metadata between environments?

Choose 1 answer.

- ***A. The Force.com Ant Migration tool could not be used*** ✓
- B. Change Sets could not be used
- C. Only 3rd party tools could be used to move metadata
- D. Visual Studio Code could not be used

Correct

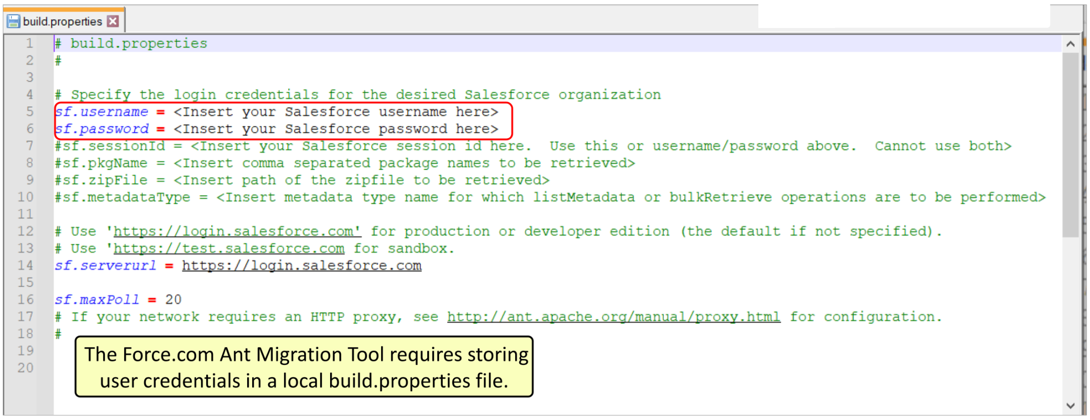
The Force.com Ant Migration Tool requires storing user credentials in a local file.

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



```
# build.properties
#

# Specify the login credentials for the desired Salesforce organization
sf.username = <Insert your Salesforce username here>
sf.password = <Insert your Salesforce password here>
#sf.sessionId = <Insert your Salesforce session id here.  Use this or username/password above.  Cannot use both>
#sf.pkgName = <Insert comma separated package names to be retrieved>
#sf.zipFile = <Insert path of the zipfile to be retrieved>
#sf.metadataType = <Insert metadata type name for which listMetadata or bulkRetrieve operations are to be performed>

# Use 'https://login.salesforce.com' for production or developer edition (the default if not specified).
# Use 'https://test.salesforce.com for sandbox.
sf.serverurl = https://login.salesforce.com

sf.maxPoll = 20
# If your network requires an HTTP proxy, see http://ant.apache.org/manual/proxy.html for configuration.
#
```


Question 46:

PROVIDE FEEDBACK

Which of the following are password policy settings that can be modified in a Salesforce org?

Choose 3 answers.

- [x] ***A. Enforce password history***
- [x] ***B. Minimum password length***
- [ ] C. Use username as password
- [ ] D. Enable password generator
- [x] ***E. Password expiration***

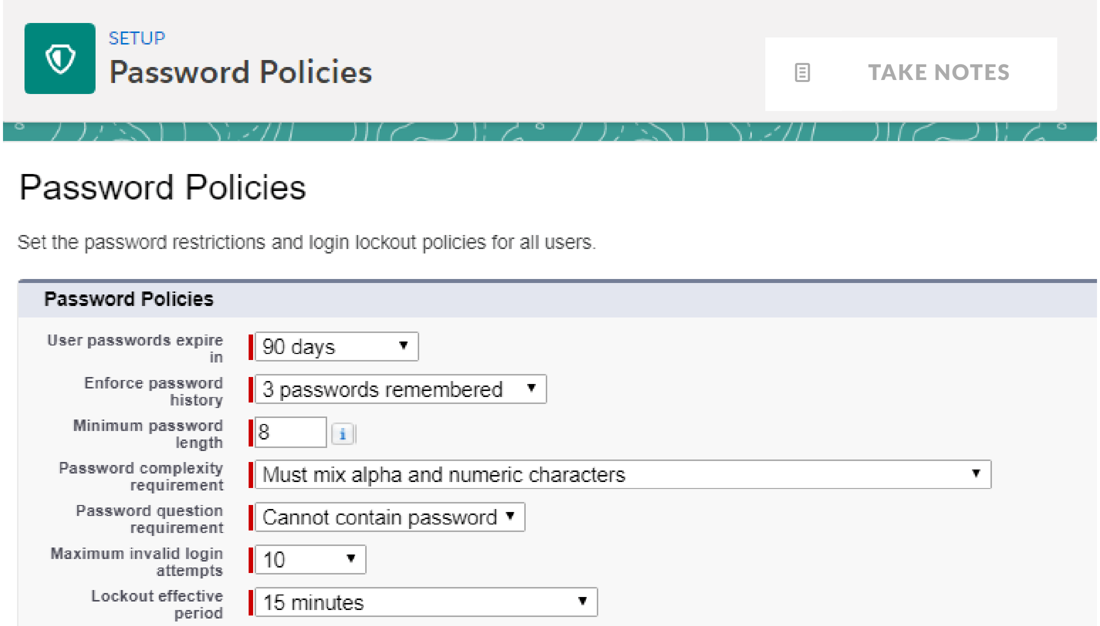
Correct

Some of the password policy settings that can be modified are minimum password length, password history enforcement, password expiration, maximum invalid login attempts, lockout effective period, and password complexity requirement.

Using the username as a password is never allowed in any edition of any Salesforce org and this policy is set by Salesforce and cannot be modified. Salesforce also doesn't have a setting to enable a password generator within the Password Policies settings.

Salesforce Reference Link
Salesforce Reference Link 2

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



Question 47:

PROVIDE FEEDBACK

Cosmic Solutions uses Salesforce Classic and would like to set up Salesforce Knowledge to allow agents to create articles from cases and share them with other agents and customers. The agents should be able to see only those articles that are related to their position in the company and the products for which they provide support. Furthermore, the company does not want obsolete articles to be accessed by agents. How can a Salesforce Administrator of the company configure Knowledge for these requirements?

Choose 3 answers.

- [x] ***A. Knowledge Settings can be configured to allow agents to create articles from cases and share them through a public URL.***
- [ ] B. The default expiration date can be specified for different types of articles to automatically archive obsolete articles.
- [x] ***C. Published articles can be archived to remove them from circulation when they become obsolete.***
- [x] ***D. Data categories can be configured so that users with different profiles, roles, or permissions have different visibility to articles.***
- [ ] E. Article types can be created to grant conditional visibility to different roles of support agents.

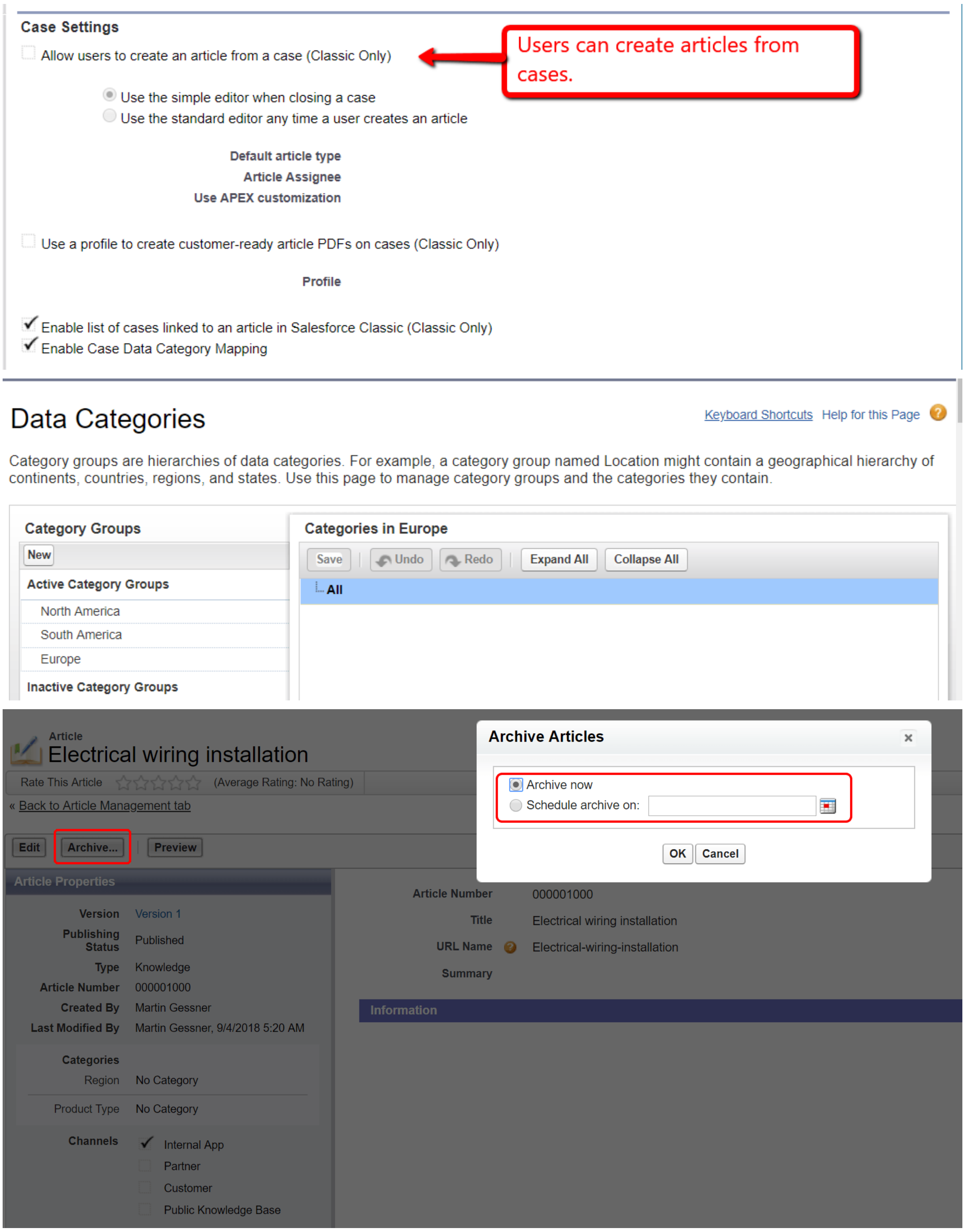
Correct

Knowledge Settings can be configured to allow agents to create an article from a case and share articles through a public URL. Published articles can be archived when they become obsolete so that they are no longer displayed to agents and customers on the organization's Salesforce Knowledge channels. Knowledge can be configured to create data categories that allow users with different profiles, permission sets, or roles to have different visibility to articles. Article types are not used to configure the visibility of articles through roles. It is not possible to set the default types of articles. However, it is possible to schedule archiving specific Knowledge articles.

TAKE NOTES

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).



Question 48:

TAKE NOTES

Cosmic Tools uses a Salesforce org that consists of more than 40 million account records. When sales representatives of the company search for specific account records, they often find very old records of companies that are no longer purchasing products. Although these records are required by users like sales managers for reference and reporting in Salesforce, the sales representatives would prefer to not see these records in Salesforce anymore. What should the company's data architect suggest for this requirement?

Choose 2 answers.

- A. Schedule a weekly and monthly export of the old records.
- B. Delete the old account records from Salesforce every year.
- ✓ ***C. Archive the old account records into an external system every month.***
- ✓ ***D. Purge the old records from Salesforce every month.***

Correct

The best approach would be to archive and purge the old records on a regular basis. They can be removed from Salesforce and archived so that they're still available for reference and reporting. For example, they could be moved to a data warehouse and made available for users like sales managers in Salesforce using a Lightning component or Visualforce page.

One year is a long period to wait for deleting or purging the old records. Ideally, one should not schedule both weekly and monthly export of old records for archiving them.

Salesforce Reference Link

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).

Question 49:

PROVIDE FEEDBACK

When the status of a payment record is updated to 'Under Review', the payment record should be automatically submitted for approval, without the user having to click the 'Submit for Approval' button. What automation tool can help with this requirement?

Choose 2 answers.

- A. A workflow rule that uses a 'Submit for Approval' action.
- ✓ ***B. A flow created in the Flow Builder that uses a 'Submit for Approval' core action.***

C. An Apex trigger that automates the submission of records for approval.

D. A process created in Process Builder that uses a 'Submit for A TAKE NOTES

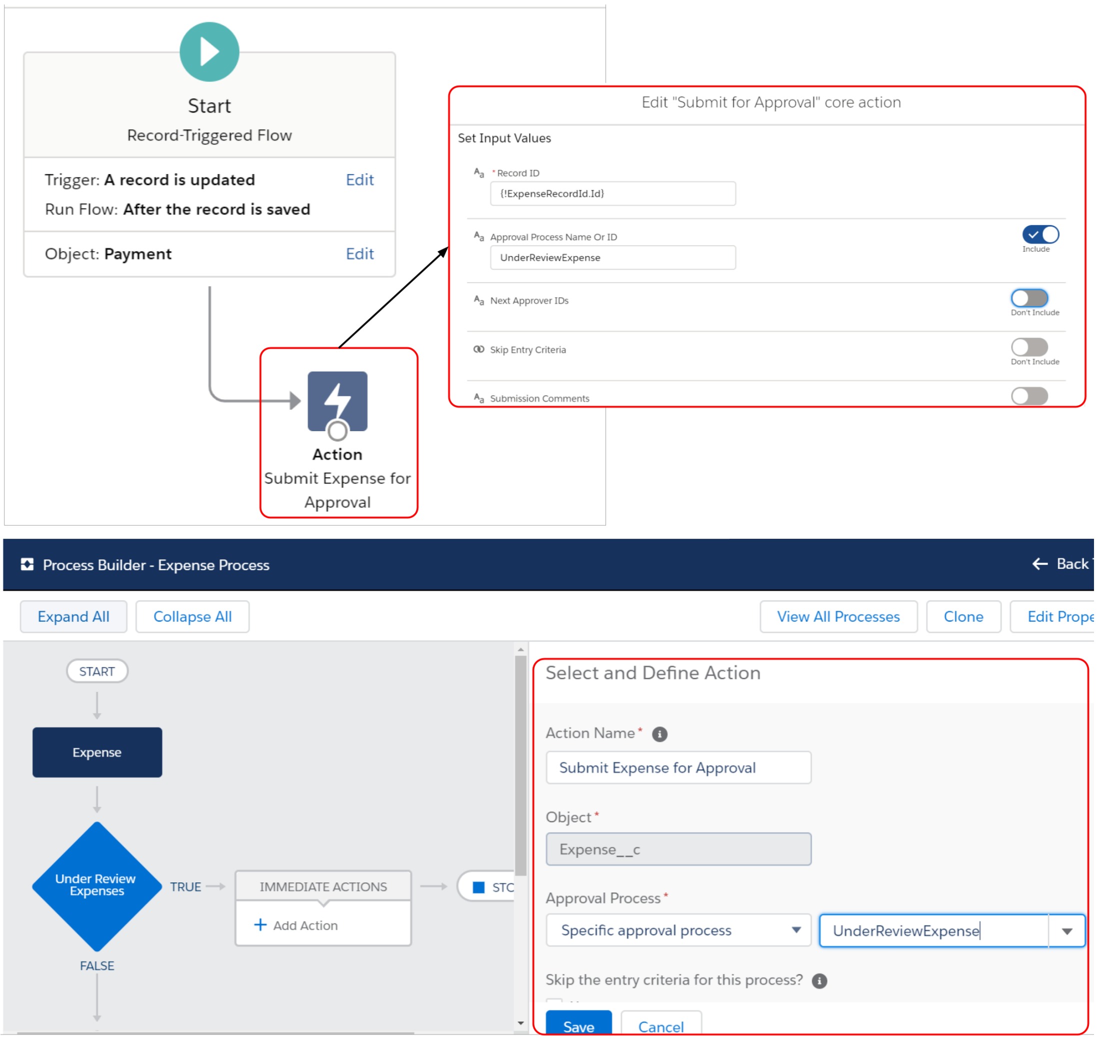
Correct

Both a process and a flow can automatically submit a record for approval. In Process Builder, the 'Expense' object must be selected. The criteria should be set to 'Expense status = Under Review' and the 'Submit for Approval' immediate action must be added to run the specific approval process. Meanwhile, using a Record-triggered flow, the trigger should be 'A record is updated' and should run after the record is saved. The 'Submit for Approval' core action must then be used to run the approval process.

Workflow rules do not have a 'Submit for Approval' option. An Apex trigger could be utilized, but in this scenario where a declarative tool will also work, the declarative tool is preferred.

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



Question 50:

TAKE NOTES

What is true regarding how partner opportunities are included in forecasting?

Choose 1 answer.

- A. Opportunities created by partners cannot be included in forecasting
- B. Opportunities created by partners are reported separately in a partner forecast
- ***C. Opportunities are included in the forecast if the owner of the account related to the opportunity is the partner user\'s forecast manager in the forecast hierarchy***
- D. The opportunities created by partners are automatically included in forecasts

Correct

Partner Opportunities are included in the forecast if the owner of the account related to the opportunity is the partner user\'s forecast manager in the forecast hierarchy.

Salesforce Reference Link

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

Question 51:

PROVIDE FEEDBACK

The Salesforce Administrator would like a backup of Account, Contact, and Opportunity data to be automatically run and stored on a local company server each week. What is the best way to accomplish this?

Choose 1 answer.

- A. Use the Data Export Wizard and schedule a weekly run
- B. Write a custom program that accesses the Salesforce API
- ***C. Use the command-line interface of Data Loader and schedule a weekly job on the local server***
- D. Use the Salesforce Data Export service

Correct

The Salesforce Data Export service, also known as the Data Export wizard, allows data exports to be run manually or scheduled weekly or monthly. It will send an email with a link to a secure page where data that has been exported can be downloaded; it cannot be automatically stored on a network server.

Data Loader can be run in command-line mode and scheduled to run on a weekly basis and store the files on a local company server.

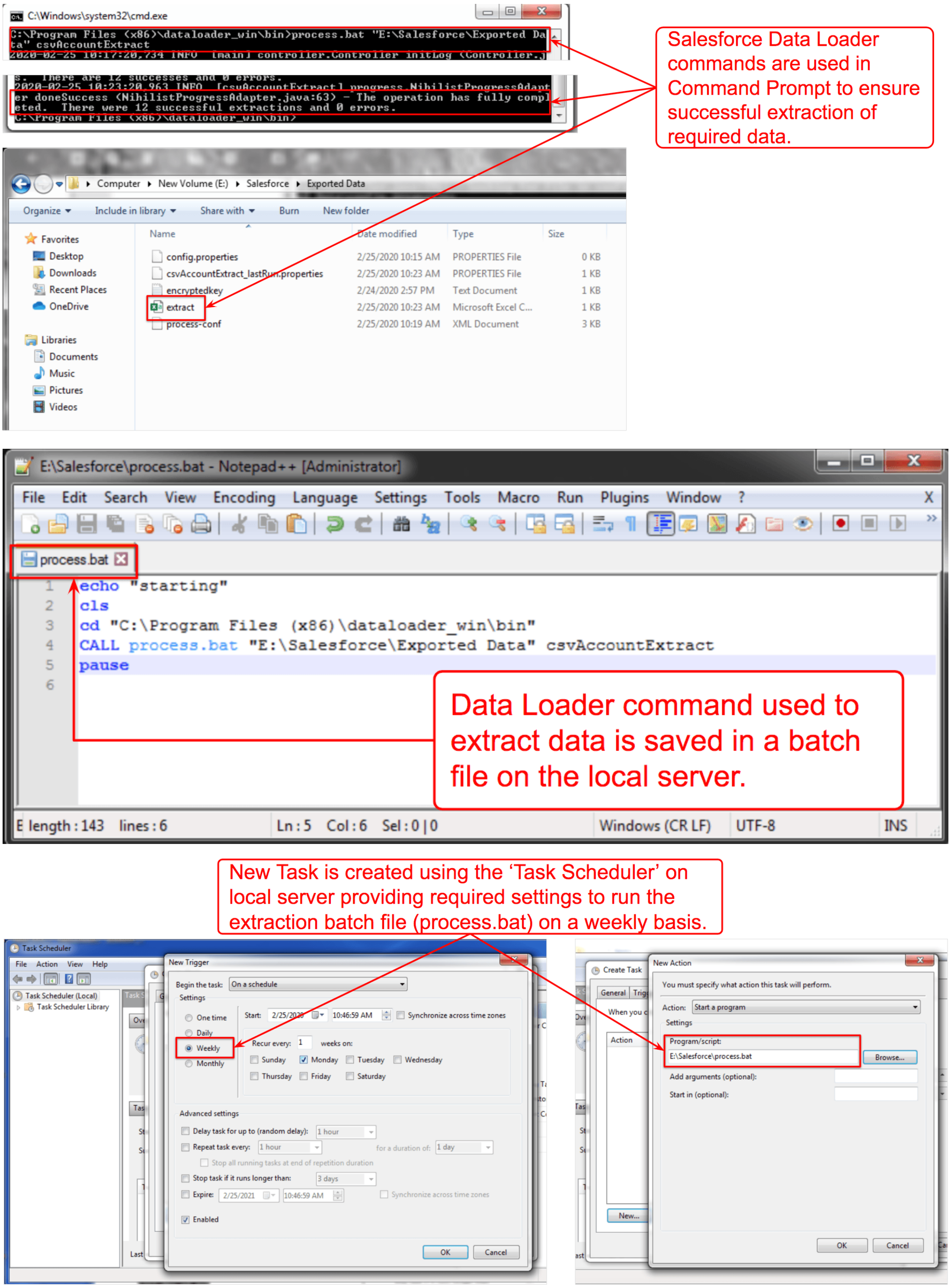
TAKE NOTES

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).



TAKE NOTES

:K

Question 52:

A non-administrator user needs to create and modify Product records. What is the best way to achieve this?

Choose 1 answer.

A. Check 'Modify All Data' in the user's profile settings

B. Set the default access of the Product's object to 'Public Read/Write/Transfer' in the sharing settings

C. Create a permission set with 'Create and Edit' access enabled for the Product object and assign it to the user

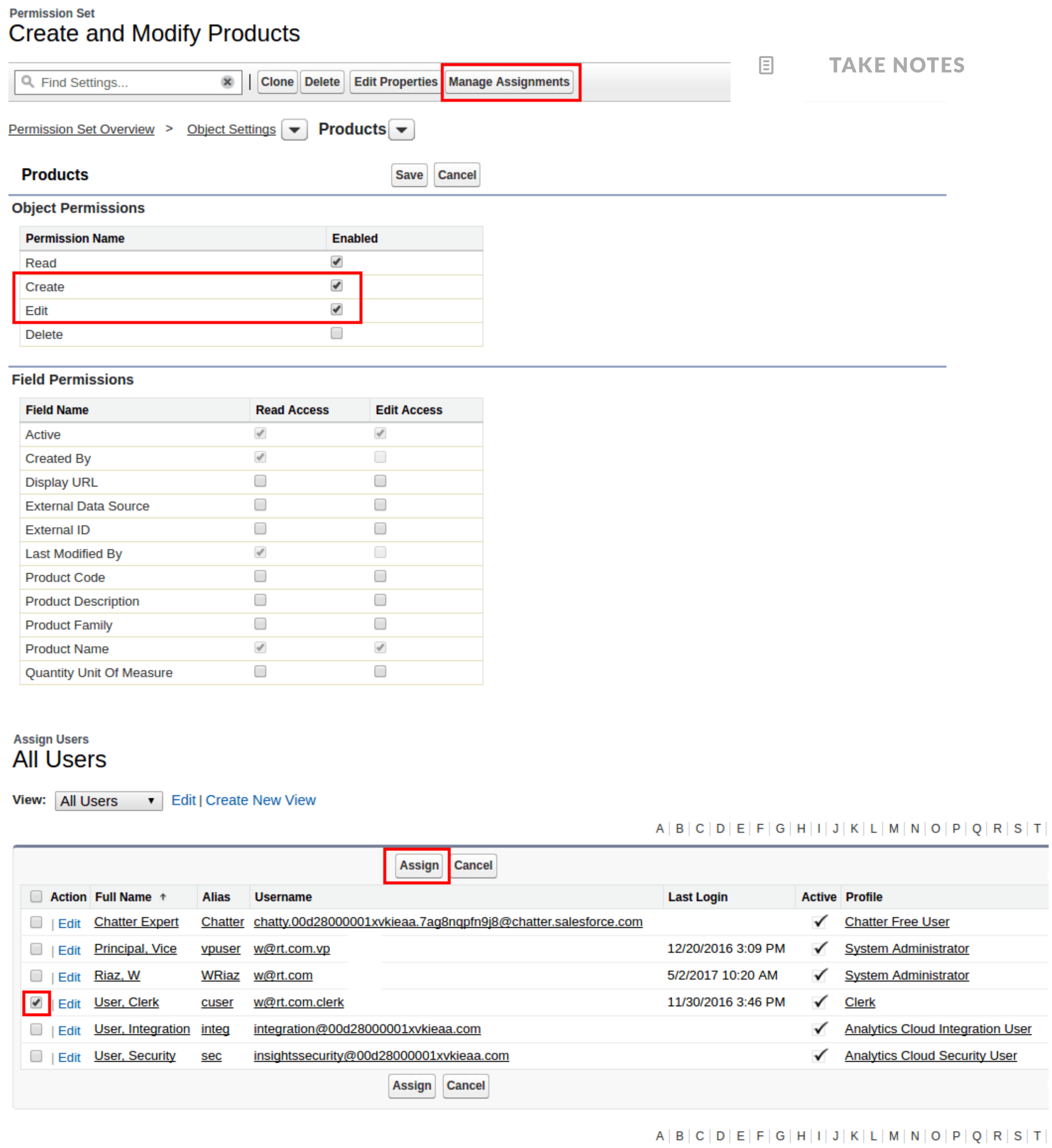
D. Enable 'Create and Edit' access in the Standard Object Permissions of the Products object for the user's profile

Correct

The user must have object-level access either via the profile or a permission set. As it is only one user, a permission set would be used. The Product object does not have sharing settings. 'Modify All Data' gives full access on all objects and is not required in this case.

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

Question 53:

PROVIDE FEEDBACK

When an 'application' is approved, a field update in the approval process sets the Status to 'Approved'. However, after the status change, the workflow rule which is supposed to also update a field from an associated object record did not fire. What best explains this issue?

Choose 1 answer.

✓ ***A. Cross-object field updates in re-evaluated workflow rules are ignored***

B. The workflow rule criteria was not met when the Status has changed.

✗ C. The approval process was not set to re-evaluate the workflow rule after the Application's approval.

D. The workflow rule was disabled.

TAKE NOTES

Incorrect

The given scenario presents a Cross-object field update. Approval processes can be configured to specify a field update action that reevaluates workflow rules for the updated object. However, if the workflow rules include cross-object field updates, those field updates are ignored.

Salesforce Reference Link

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

Question 54:

PROVIDE FEEDBACK

A Salesforce consultant has designed a record-triggered flow that is not working as expected. She has decided to use the 'Debug' option available in the Flow Builder to test and troubleshoot the flow. Which of the following are valid considerations for debugging a record-triggered flow using this option?

Choose 3 answers.

- A. Rollback mode can be disabled to allow changing records during a debug run.
- ✓ ***B. Actions can be executed and records can be created, updated, or deleted as the specified user.***
- C. Only the values of required fields on the triggering record can be set while debugging the flow.
- ✓ ***D. A triggering record can be selected to trigger the flow as if the record is created, updated, or deleted.***
- ✓ ***E. An option can be selected to skip the start condition requirements.***

Correct

The 'Debug' button available in the Flow Builder can be clicked in order to debug a record-triggered flow. An option is available to skip the start condition requirements, which allows the flow to run even if the record selected for the debug run doesn't meet the condition requirements specified in the Start element.

The 'Run flow as another user' option allows executing actions or performing CRUD operations on records as the specified user.

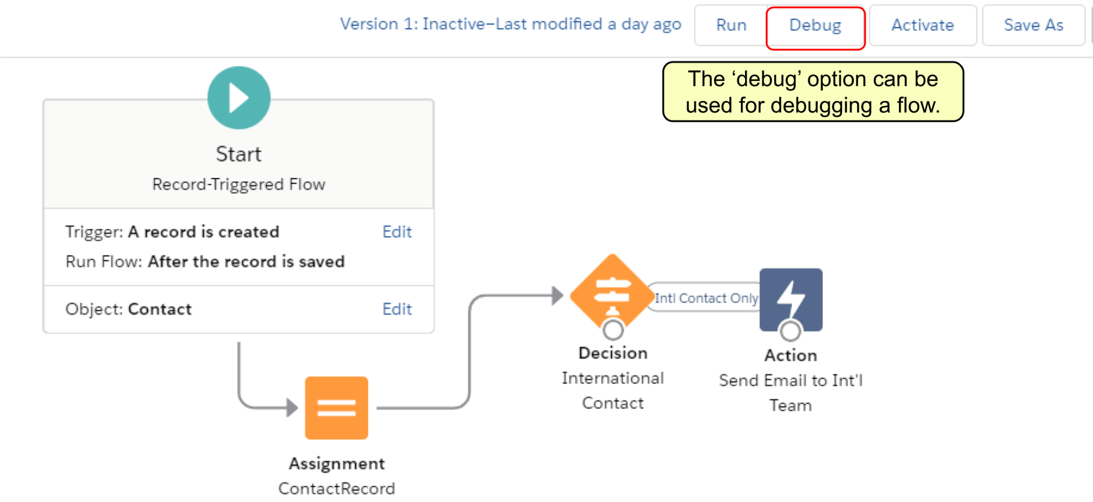
The triggering record can be selected for the debug run, which triggers the flow as if the record is created, updated, or deleted. In addition, the debug configuration window provides a section to set field values of both required and optional fields on the triggering record.

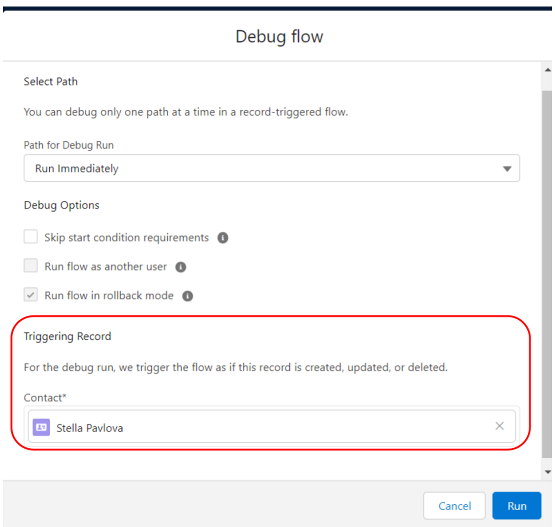
Rollback mode is always enabled for debugging record-triggered flows, which allows the flow to run without permanently changing the data in the Salesforce records. The 'R TAKE NOTES d Is' option allows choosing to run the flow as if the record is either created o. updated.

Reference Link
Reference Link 2

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

Screenshots





Question 55:

PROVIDE FEEDBACK

The Salesforce Administrator made a user a delegated administrator. Which of the actions will the new delegated administrator be able to perform?

Choose 2 answers.

- [ ] A. Create custom profiles with limited permissions
- [ ] B. Delete users with specified profiles
- [x] ***C. Manage users in specified roles and subordinate roles***
- [x] ***D. Log in as a user who has granted administrator login access***

TAKE NOTES

Correct

The Delegated Administrator has limited administrative privileges that other users do not possess. Typically, assigning a Delegated Administrator allows the System Administrator to focus on other administration tasks. The new Delegated Administrator would be able to manage users in roles that are lower than they are in the role hierarchy, and would also be able to log in as a user if that particular user has granted administrator login access.

Salesforce Reference Link

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

Question 56:

PROVIDE FEEDBACK

What is true regarding how Chat can integrate with Case management?

Choose 3 answers.

- [ ] A. Chat will always create cases for each chat
- [x] ***B. Chat can be configured to optionally create cases from chats***
- [x] ***C. Using Offline Support will allow customers to log a case if support agents are unavailable***
- [x] ***D. Chat transcript records can be associated with a case***
- ✗ E. Agents can optionally select to close a case at the end of a chat session

Incorrect

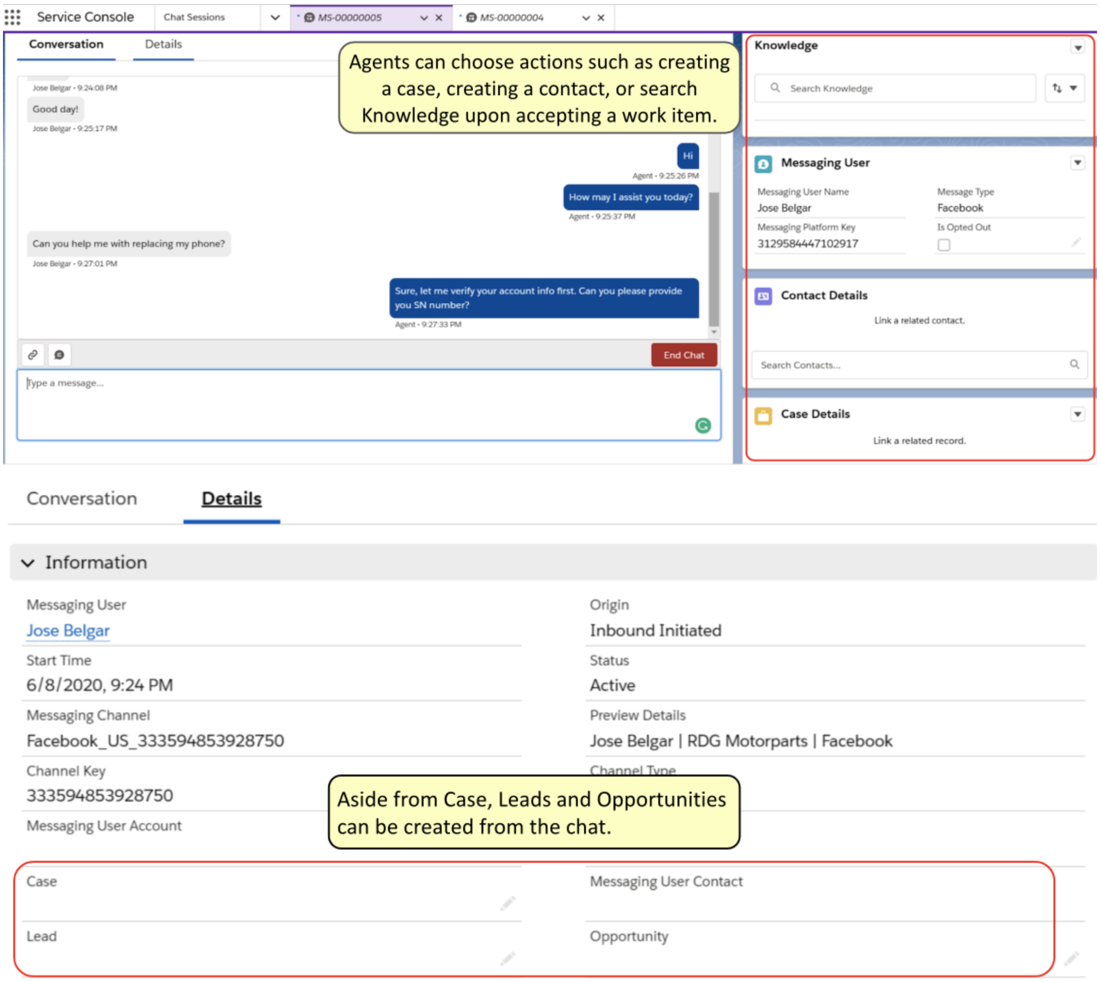
Cases are not automatically created from a chat session, but this can be configured. A lookup can be set up on the Live Chat Transcript record to the case, to associate the Chat transcript. It will be visible on the Case detail page in the Live Chat Transcripts related list. Offline Support can be set up to allow customers to create a case if agents are not available. This can be configured in Embedded Service (formerly Snap-Ins).

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Cloud Applications

Detailed Objective: Describe the features of Salesforce which enable in agents and customers (Chat, Case Feed, Service Cloud Console, Experier... ...) Channel).

TAKE NOTES



Question 57:

PROVIDE FEEDBACK

The Salesforce Administrator of Cosmic Solutions has set up an approval process on the 'Order' object to allow sales representatives to submit an order record for their manager's approval if it meets a certain set of criteria. However, a manager who has opted to receive approval request email notifications in his personal settings has complained that he is not receiving the emails. The Salesforce Administrator has checked the email log and noticed that the email notifications are not being delivered. What could be the possible reasons?

Choose 2 answers.

- [x] *A. The 'Deliverability' settings in Setup are not configured correctly.*
- [x] *B. The email address of the manager on the user record is invalid.*
- [ ] C. The email notifications are being delivered to the 'Spam' folder of the email client.

D. The 'Approver Settings' on the user record is not configured cor···

TAKE NOTES

Incorrect

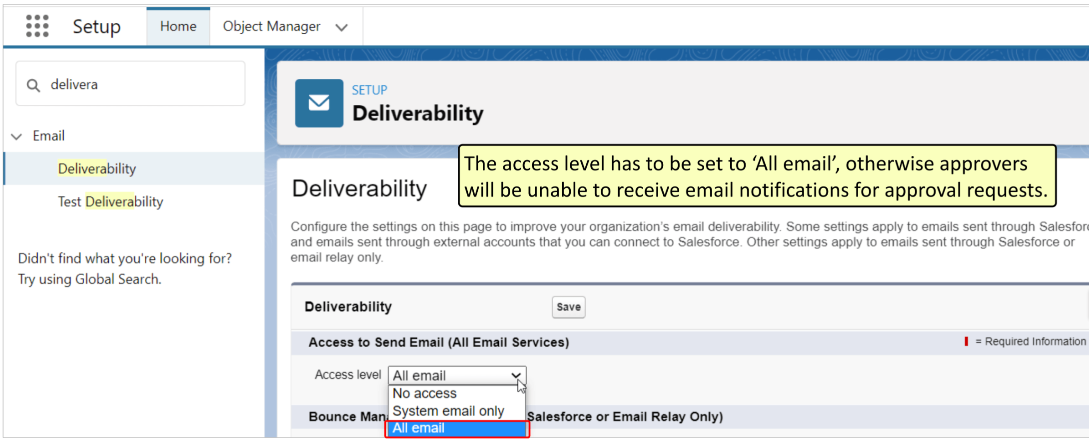
If the email deliverability settings in Setup are not configured correctly, i.e., the access level for email deliverability is not set to 'All Emails', then the approvers do not receive email notifications for approval requests.

An approver also would not receive an email if the registered email address is invalid as Salesforce Mail Transfer Agent would not be able to resolve the recipient's domain correctly.

Since the Salesforce Administrator has checked the email log and verified that the emails are not delivered, it is unlikely that the email notifications are being sent to the approver's Spam folder. Also, as the approver has already opted to receive the email notifications in personal settings, it is not possible that the 'Approver Settings' on the user record are misconfigured.

Salesforce Reference Link
Salesforce Reference Link 2

Objective: Process Automation
Detailed Objective: Given a scenario, troubleshoot an approved process



Question 58:

PROVIDE FEEDBACK

Which of the following actions can be performed to customize a record page in Lightning App Builder?

Choose 3 answers.

A. Components can be removed

B. Components can be added

- [x] ***C. Components can be reordered***
- [ ] D. Set component themes
- [ ] E. Components can be manually resized

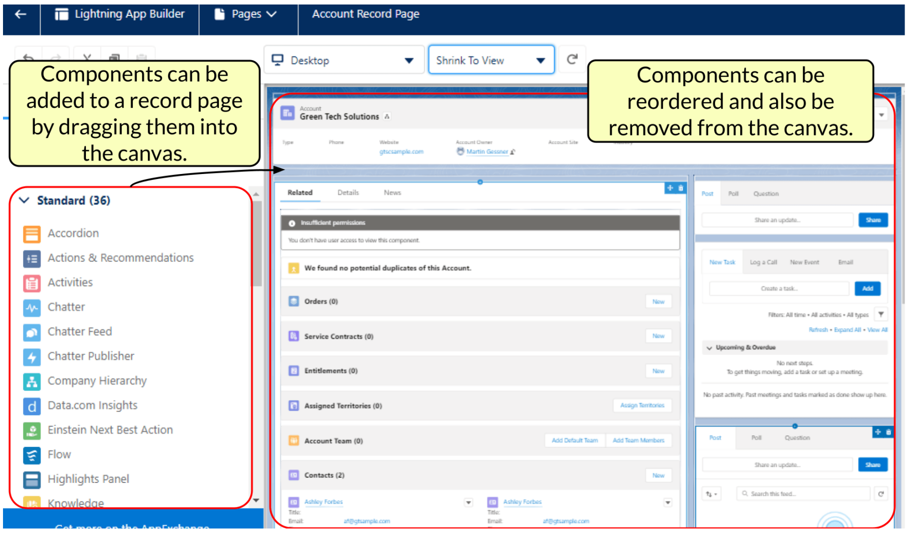
TAKE NOTES

Correct

Components can be added, edited, reordered, or removed from a record page in the Lightning App Builder. Components generally cannot be resized unless a property is available or it expands according to content, such as in the case of a Rich Text component.

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 59:

PROVIDE FEEDBACK

A Salesforce Administrator is implementing Case Management in Salesforce, and it is a requirement that not everyone should be given the capability to delete a Case. There is a profile defined for Case administrators with the permission to edit a closed case. However, a few Case administrators should be able to delete a case. What would be the most appropriate solution?

Choose 1 answer.

- A. Clone the existing Case Admin profile to create a 'Super Case Admin' profile
- B. Leverage Role Hierarchy
- C. Add a custom permission to the user records required

D. Create a permission set for providing delete access and assign it to the specific case administrators

TAKE NOTES

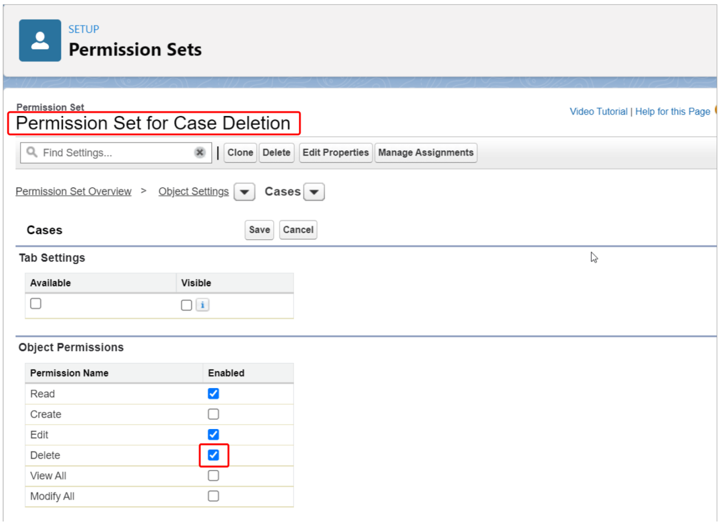
Correct

A permission set can be created for providing additional access to a few chosen users and added to selected users.

Salesforce Reference Link

Objective: Security and Access

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



Question 60:

PROVIDE FEEDBACK

A sales rep at CloudInc. wants to manually share a record to a user but unable to see the button in Salesforce Classic. Which of the following could explain why the \'Sharing\' button is missing on the detail page of a custom object?

Choose 2 answers.

- A. The organization-wide default sharing setting of the object is \'Private\'.
- ***B. The organization-wide default sharing setting of the object is \'Public Read/Write\'.***
- C. The organization-wide default sharing setting of the object is \'Public Read Only\'.
- ***D. The button has not been added to the page layout.***

Correct

The sharing button is available depending on the sharing setting of the object, page layout, and the user. The sharing button is only available if the sharing setting is \'Private\' or \'Public Read Only\'. In addition, the user must be an administrator, the record owner, a user in a role above the record owner in the hierarchy, or a user who has been granted full access to be able to manua TAKE NOTES

Salesforce Reference Link

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