

## Salesforce Certified Sharing and Visibility Designer

PS: Answers are highlighted as **bold**

### Question 1:

Universal Containers has a requirement to integrate Salesforce with an external system to control record access.

What option should the Architect consider when designing a solution?

- a. Use the Metadata API to maintain the related SObject records
- b. Use the Security API to modify the role hierarchy in Salesforce
- c. **Use the SOAP API to maintain the related SObject\_share records**
- d. Use the SOAP API to create new Criteria-Based Sharing Rules in Salesforce

Explanation:

<https://developer.salesforce.com/forums/?id=906F00000008rFZIA>

### Question 2:

In order to comply with regulatory requirements, Universal Health must encrypt all Personally Identifiable Information (PII), both while it is being transmitted over the network and while it is at rest. Universal Health has completed a data audit and has determined that 12 fields on the contact record can contain PII, including the contact name and several other standard fields. Universal Health would like the fields to remain accessible in Salesforce.

Which two options does Universal Health have to maintain compliance? Choose 2 answers

- a. Use an external, third party encryption service to encrypt PII before it enters Salesforce
- b. **Enable Salesforce Platform Encryption and select the 12 contact fields to be encrypted**
- c. **Implement a custom Apex trigger to automatically encrypt the PII data using the Apex Crypto Class**
- d. Update the field type of each of the 12 fields to "Text (Encrypted)" so that they are encrypted at rest

### Question 3:

What should the Architect do to ensure Field-Level Security is enforced on a custom Visualforce page using the Standard Lead Controller?

- a. Use the `{!Schema.sObjectType.Lead.fields.isAccessible()}` expression
- b. Use the `Schema.SObject.Lead.isAccessible()` method
- c. Use the “With Sharing” keyword on the Standard Lead Controller
- d. **Nothing; Field-Level Security will automatically be enforced**

### Question 4:

Universal Containers has set Opportunity Sharing to Private with Opportunity Teams enabled.

Which three options can change the Owner of the Opportunity? Choose 3 answers

- a. **The current Opportunity Owner can transfer the Ownership**
- b. The user specified as the Manager on the Owner’s User Profile
- c. **The System Administrator or a user with the “Transfer Records” permission**
- d. Any Opportunity Team Member on the current Opportunity
- e. **Someone above the Opportunity Owner in the Role Hierarchy**

Explanation:

[https://help.salesforce.com/articleView?id=salesteam\\_def.htm&type=0](https://help.salesforce.com/articleView?id=salesteam_def.htm&type=0)

<https://success.salesforce.com/answers?id=906300000000gpOfAAI>

[https://help.salesforce.com/articleView?id=data\\_about\\_transfer.htm&language=en\\_US&type=0](https://help.salesforce.com/articleView?id=data_about_transfer.htm&language=en_US&type=0)

### Question 5:

ACME Corporation is a global Telco that has recently implemented Enterprise Territory Management to better align their sales teams and sales processes. They are in Q4 of their fiscal year and they have completely revamped their Territory structure and created a plan for a new structure that would support the new fiscal year. Their current territory model has 8000 territories. Their new model would be a new set of 8500 territories, and their org limit is 10,000 territories.

Which Enterprise Territory Management feature can ACME take advantage of in order to help them keep within their org limits?

- a. Territory Type
- b. **Territory Model State**
- c. Territory Hierarchy
- d. Territory Type Priority

Blog: <http://completeexamcollection.blogspot.in/>

Explanation:

[https://help.salesforce.com/articleView?id=tm2\\_territory\\_model\\_state.htm&language=en\\_US&type=0](https://help.salesforce.com/articleView?id=tm2_territory_model_state.htm&language=en_US&type=0)

**Question 6:**

The System Administrator at Universal Containers has created two lists views called ListV1 and ListV2. One group of users should only see ListV1 and the second group of users should only see ListV2. Two public groups were created to restrict visibility to the respective list views. However, users in both groups are able to see both list views.

What system permission in their profile enabled the users to see all list views?

- a. Manage Custom Permissions
- b. Manage Private List Views
- c. Manage Public List Views**
- d. Manage Custom List Views

Explanation:

<https://help.salesforce.com/articleView?id=000198725&type=1>

**Question 7:**

Universal Containers is implementing a community of High-Volume Community users. Community users should be able to see records associated to their Account or Contact record. The Architect is planning to use a Sharing Set to provide access to the records. When setting up the Sharing Set, certain objects are not available in the list of Available objects.

Which two reasons explain why an object is excluded from the list of Available objects in a Sharing Set?

Choose 2 answers

- a. The custom object does not have a lookup to Accounts or Contacts**
- b. The object's Organization-Wide sharing setting is set to Private
- c. The object's Organization-Wide setting is set to Public Read/Write**
- d. The object is a custom object, and therefore not available for a sharing set

Explanation:

[https://help.salesforce.com/articleView?id=networks\\_setting\\_light\\_users.htm&language=en\\_US&type=0](https://help.salesforce.com/articleView?id=networks_setting_light_users.htm&language=en_US&type=0)

### Question 8:

What is required to implement Filter-Based Opportunity Territory Assignment?

- a. Define an Opportunity assignment rule with filter criteria for Filter-Based Opportunity Territory Assignment
- b. Define a Territory Assignment rule with filter criteria for Filter-Based Opportunity Territory Assignment
- c. **Define a custom Apex class for Filter-Based Opportunity Territory Assignment in the system**
- d. Define an account assignment with a filter criteria rule for Filter-Based Opportunity Territory Assignment

Explanation:

[https://resources.docs.salesforce.com/206/latest/en-us/sfdc/pdf/salesforce\\_implementing\\_territory\\_mgmt2\\_guide.pdf](https://resources.docs.salesforce.com/206/latest/en-us/sfdc/pdf/salesforce_implementing_territory_mgmt2_guide.pdf)

### Question 9:

Universal Containers has a private sharing model on Accounts. Apex Managed Sharing is required to share certain account records with all users who are assigned to a specific Role in the Role Hierarchy.

What should be the recommended way for the Architect to implement this?

- a. Create an AccountShare record associated to the required Role
- b. Create an AccountShare record associated to a public group containing the Users in the Role
- c. Create an AccountShare record associated to each user who is assigned to the Role
- d. **Create an AccountShare record associated to a public group containing the Role**

### Question 10:

Universal Containers has Controlled by Parent sharing settings on the Contact object and Public Read only sharing settings on Account, Opportunity, and Case objects.

Which two options can the user see while adding Account team members to the Account? Choose 2 answers

- a. Contact Access
- b. **Case Access**
- c. Activity Access
- d. **Opportunity Access**

Explanation:

[https://help.salesforce.com/articleView?id=managing\\_the\\_sharing\\_model.htm&type=0](https://help.salesforce.com/articleView?id=managing_the_sharing_model.htm&type=0)

Blog: <http://completeexamcollection.blogspot.in/>

### Question 11:

Universal Containers is creating a custom Visualforce page to allow users to edit contact records. The developer has used an apex: outputField for the Phone field on the contact object.

What is the expected behavior if a user without field-level security accesses the Visualforce page?

- a. **The field is automatically removed from the page**
- b. The user encounters an error while saving the record
- c. The output field is visible to the user
- d. The user is able to enter a value into the Phone field

Explanation:

[https://developer.salesforce.com/page/Enforcing\\_CRUD\\_and\\_FLS](https://developer.salesforce.com/page/Enforcing_CRUD_and_FLS)

### Question 12:

Universal Containers (UC) works with a dealer network to sell their products. There are approximately 5,000 dealers that do business with UC and UC has purchased a Partner Community to interact with each of their dealers on Opportunities. Each dealer is structured so that there are a group of managers who will oversee a larger group of agents. UC would like to set the Organization-Wide Defaults to Private for the Opportunity object, both internally and externally. Within each dealer, there are a few agents called Lead Agents who should be able to see the Opportunities for all of the other Agents at the dealer.

What is the optimal solution for an Architect to recommend?

- a. Build an Apex Managed Sharing rule that will assign specific Opportunities to Lead Agents
- b. Create a Sharing Rule to share opportunities to the owner's manager's role and below
- c. **Grant Super User access to the Lead Agents as part of the Community user setup**
- d. Add a Sharing Set that shares the Opportunities to the Lead Agent based on the Lead Agent's Account

### Question 13:

At Universal Containers users should only see Accounts they or their subordinates own. All Accounts with the custom field "Key Customer" should be visible to all Senior Account Managers. There is a custom field on the Account record that contains sensitive information and should be hidden from all users, except 3 designated users who require view and edit access. These 3 users come from different user groups, and will change occasionally.

Which 3 platform security features are required to support these requirements with the minimum amount of effort? Choose 3 answers

- a. **Permission Sets**
- b. **Role Hierarchy**
- c. Apex Managed Sharing
- d. Owner-Based Sharing Rules
- e. **Criteria-Based Sharing Rules**

<https://developer.salesforce.com/blogs/engineering/2013/12/locking-down-record-access-in-salesforce.html>

**Question 14:**

Universal Containers regularly uploads large amounts of parent and child records into Salesforce to maintain integrations with other systems that update their data in scheduled batches or continuously in real time.

Which 2 situations may pose a risk of producing locking errors? Choose 2 answers

- a. **Updates to child records that have the same parent records are being processed simultaneously in separate transaction**
- b. Updates of parent and child records are being processed synchronously in the same thread
- c. Updates of parent and child records are being processed in the same batch
- d. **Updates of parent and their child records are being processed simultaneously in separate threads**

Explanation:

<https://help.salesforce.com/articleView?id=000229525&type=1>

**Question 15:**

Universal Containers create a custom object called Defect and would like to enable the Sharing button on the Defect page layout to share the records manually to other users in the organization.

In which Scenario will the Sharing button appear?

- a. The Sharing Model is Public Read/Write/Transfer
- b. **The Sharing Model is either Private or Public Read Only**
- c. The Sharing button always appears
- d. The Sharing Model is Public Read/Write

Explanation:

[https://help.salesforce.com/articleView?id=faq\\_general\\_why\\_cant\\_i\\_see\\_the\\_sharing.htm&type=0](https://help.salesforce.com/articleView?id=faq_general_why_cant_i_see_the_sharing.htm&type=0)

**Question 16:**

Universal Containers has a custom object to maintain Job information with a private sharing model. The Delivery group is distributed through the Role Hierarchy based on geography. As the Delivery Group often collaborates on Jobs, all users in the Delivery profile require View access to all Job records. In special cases, the Delivery user who owns a job must be able to grant a Product Development user access to a Job record.

Which two platform features can be used to support these requirements? Choose 2 answers

- a. Criteria-Based Sharing Rules
- b. Manual Sharing**
- c. Owner-Based Sharing Rules
- d. "View All" Profile Settings**

**Question 17: (This question is asked in exam in twisted manner. Ensure you understand this correctly)**

Universal Containers would like to create a custom team solution that can be used on a custom Loan object. The following requirements must be met:

- The loan custom object should be set to Private in the Org-Wide Defaults
- Any user added to the Custom Team Object should have Read Only Access to the corresponding Loan record
- If the Custom Team record is marked as "Primary" then the corresponding user should have Read/Edit access to the corresponding Loan record.

Which two methods will allow the Architect to meet these requirements? Choose 2 answers

- a. Create a criteria-based sharing rule on the Loan object that will share the Loan record with the appropriate user in the Custom Team Object
- b. Create a custom trigger on the Custom Team Object that inserts or updates records in the Loan\_share object**
- c. Create an owner-based sharing rule on the Custom Team Object that will share the Loan record to the owner of the Custom Team Record
- d. Create Apex Sharing Reasons on the Loan object to identify the reason the Loan record was shared**

### Question 18:

Which two settings are available in profiles, but not permission sets? Choose 2 answers

- a. Record Types
- b. Page Layout Assignments**
- c. Tab Settings
- d. Login Hours**

Explanation:

[https://help.salesforce.com/articleView?id=distribution\\_perm\\_sets\\_profile\\_settings.htm&type=0](https://help.salesforce.com/articleView?id=distribution_perm_sets_profile_settings.htm&type=0)

[https://help.salesforce.com/articleView?id=login\\_hours.htm&type=0](https://help.salesforce.com/articleView?id=login_hours.htm&type=0)

### Question 19:

Which three advanced tools can Salesforce enable for large-scale role hierarchy realignments in organizations with large data volumes? Choose 3 answers

- a. Partitioning by Divisions
- b. Skinny Table Indexing
- c. Parallel Sharing Rule Recalculation**
- d. Granular Locking**
- e. Deferred Sharing Rule**

Explanation:

[https://developer.salesforce.com/docs/atlas.en-us.draes.meta/draes/draes\\_tools.htm](https://developer.salesforce.com/docs/atlas.en-us.draes.meta/draes/draes_tools.htm)

### Question 20:

Universal Containers has a custom Job object with a Private sharing model. Based on the size and location of the Job, different teams must have access to edit specific Job record. To support this requirement, Apex Managed Sharing has been implemented to share records with the required users. Since the teams change frequently, managed sharing recalculations need to be manually run frequently.

What can the Architect do to optimize this process?

- a. Create public groups for each team, and share the Jobs with the groups instead of users**
- b. Change the sharing model on the Job object to Public Read/Write
- c. Create a Custom Visualforce page to edit the Jobs and specify Without Sharing on the controller
- d. Create a scheduled Job to automatically run the sharing recalculations on a nightly basis



**Question 21:**

Which two options can help mitigate the risks of import failures associated with large-volume bulk data loads? Choose 2 answers

- a. Minimize user group hierarchy
- b. Group records by ParentID within a batch**
- c. Increase batch size
- d. Defer Sharing Calculation**

**Question 22:**

Universal Containers has just deployed a change to its role hierarchy. A manager is reporting that their staff can now see Accounts that they do not own and should not have access to.

How should the Architect troubleshoot?

- a. While logged in as the System Administrator, navigate to sample account and use the Sharing button to determine who has access**
- b. While logged in as one of the staff members, navigate to sample account use the Sharing button to determine who has access
- c. While logged in as the System Administrator, use the Field Accessibility Viewer to view a matrix of who has access to Accounts
- d. While logged in as one of the staff members, navigate to their user record and inspect their profile and role membership

**Question 23:**

A dummy user at Universal Containers owns more than 10,000 lead records. The system assigned all these leads to a dummy user. This is causing performance issues whenever role hierarchy changes.

Which two options should be recommended to improve performance? Choose 2 answers

- a. Add the dummy user into a public group
- b. Do not assign role to the dummy user**
- c. Assign ownership to a small number of users**
- d. Add the dummy user to the bottom of the role hierarchy

Explanation:

[https://developer.salesforce.com/docs/atlas.en-us.draes.meta/draes/draes\\_group\\_membership\\_data\\_skew.htm](https://developer.salesforce.com/docs/atlas.en-us.draes.meta/draes/draes_group_membership_data_skew.htm)

Blog: <http://completeexamcollection.blogspot.in/>

**Question 24:**

Below are some details regarding the organization at Universal Containers

- Richard and Kevin are the East sales reps and their manager is Kevin, the East Sales Executive
- Sam and Wilder are the West sales reps and their manager is Wendy, the West Sales Executive
- Bob is the CEO and manages both Kevin and Wendy

Universal Containers role hierarchy follows their management structure. Richard owns an account, NewCompany, and Kevin owns an account, OldCompany. Karen manually shared her account NewWorld with Kevin. However she has moved to a new role to lead all Named Accounts, and Phil, who replaced her, is the new owner of NewWorld.

Which employees will have access to the NewWorld Account?

- a. Bob, Phil and Kevin
- b. Bob, Karen and Kevin
- c. Bob, Richard, Phil and Kevin
- d. **Bob, and Phil**

**Question 25: (This question is asked in exam in twisted manner. Ensure you understand this correctly)**

Which two are potential security vulnerabilities in the following code snippet?

```
<apex:page>
  <apex:form>
    <apex:outputText value="Enter Name" />
    <apex:inputText value="{!name}" />
    <apex:commandButton value="Query" action="{!query}" />
  </apex:form>
</apex:page>

public class SOQLController {
  public String name {
    get { return name;}
    set { name = value;}
  }
  public PageReference query() {
    String qryString = 'SELECT Id FROM Contact WHERE ' +
      '(IsDeleted = false and Name like \'' + name + '%\')';
    queryResult = Database.query(qryString);
    return null;
  }
}
```

Choose 2 answers

- a. FLS check
- b. SOQL Injection**
- c. Data Access Control**
- d. Arbitrary Redirects

Explanation:

[https://developer.salesforce.com/docs/atlas.en-us.pages.meta/pages/pages\\_security\\_tips\\_soql\\_injection.htm](https://developer.salesforce.com/docs/atlas.en-us.pages.meta/pages/pages_security_tips_soql_injection.htm)

Additional feedback: As per candidate feedback, this question got appeared in exam without Controller code class block and they asked to select only 1 option. In that case choose SQL Injection.

#### Question 26:

Universal Containers (UC) has a requirement to expose a web service to their business partners. The web service will be used to allow each business partner to query UC's Salesforce instance to retrieve the status of orders. The business partner should only be allowed access to orders for which the business partner is the fulfillment vendor. The Architect does not want the business partners to utilize the standard APIs and would prefer a custom API be developed.

Which three design elements should the Architect consider in order to ensure the data security of the solution? Choose 3 answers

- a. Query the Orders object with Dynamic SOQL based upon the fulfillment ID
- b. Provide each partner with their own Salesforce login set to API Enabled on the profile**
- c. Develop a custom Apex web service with a fulfillment ID input attribute
- d. Set the Orders object's sharing setting to Private in the Org-Wide Defaults**
- e. Develop a Custom Apex web service using the "With Sharing" keyword**

#### Question 27:

Universal Containers has a custom object, Employee Review, with an Organization-Wide Default security setting of Private. A user lookup on the Employee Review object is populated when a reviewer is assigned to perform a review.

How can this user be granted edit access to the record if they are not the owner?

- a. Create an Apex trigger to insert an Employee Review (Share) record with an access level of Edit**
- b. The user will be granted access to the record automatically when the user lookup is populated
- c. Create a workflow rule to share the Employee Review record with the user in the lookup field
- d. Create a criteria-based sharing rule to share the record with the user in the lookup field

Explanation:

[https://developer.salesforce.com/docs/atlas.en-us.securityImplGuide.meta/securityImplGuide/security\\_sharing\\_rule\\_considerations.htm](https://developer.salesforce.com/docs/atlas.en-us.securityImplGuide.meta/securityImplGuide/security_sharing_rule_considerations.htm)

#### Question 28:

Universal Containers has a junction object called "Job Production Facility", with 2 master-detailed relationship to the Job and Production Facility custom objects. Both master records have a private sharing model.

What statement is true if a user's profile allows access (Create/Read) to the job, but no access to the Production Facility Object?

- a. The user will be granted read access to the Production Facility record
- b. The user will not be able to see junction object records or the field values**
- c. The user will see the junction object and the link to the Production Facility
- d. The user will see the junction object but not the link to the Production Facility

**Question 29:**

Which users have access to Opportunity records owned by an external user, assuming no other changes to the sharing model have been implemented?

- a. The record owner and any user below the external user in the role hierarchy
- b. The record owner only
- c. The record owner and any user above the external user in the role hierarchy**
- d. The record owner and all internal users

Explanation:

[https://developer.salesforce.com/docs/atlas.en-us.securityImplGuide.meta/securityImplGuide/security\\_sharing\\_rule\\_considerations.htm](https://developer.salesforce.com/docs/atlas.en-us.securityImplGuide.meta/securityImplGuide/security_sharing_rule_considerations.htm)

**Question 30:**

A developer at Universal Containers is building integration within a managed package for their internal org that requires login to an external system. The end point requires basic authentication. The Architect would like to ensure that the username and password are managed securely.

Which three options should the Architect recommend to secure credentials? Choose 3 answers

- a. Store the Credentials in Named Credentials that are used in the Apex Callout**
- b. Store the Credentials in Apex code, which will not be available to the no-admins
- c. Store the Credentials in a protected custom setting that are used in the Apex Callout**
- d. Store the credentials in custom object using encrypted fields
- e. Store the credentials in protected custom metadata that are used in the Apex Callout**

Explanation:

[https://developer.salesforce.com/page/Secure\\_Coding\\_Storing\\_Secrets](https://developer.salesforce.com/page/Secure_Coding_Storing_Secrets)

**Question 31:**

A Visualforce controller has a requirement to be written with “Without Sharing” at the top level; however, certain methods within the page still need to enforce the user permissions for creating records and accessing certain fields.

Which two methods below would be used to enforce this requirement? Choose 2 answers

- a. **Schema.DescribeFieldResult**
- b. Schema.getGlobalDescribe
- c. **Schema.DescribeObjectResult**
- d. UserInfo.getProfileID

Explanation:

[https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex\\_classes\\_perms\\_enforcing.htm](https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_classes_perms_enforcing.htm)

**Question 32:**

A user at Universal Containers would like to give access to a Report folder to someone else in the organization.

Which two access permissions should the user have to support this requirement? Choose 2 answers

- a. **The “Manage Reports in Public Folders” Profile permission**
- b. The “Editor” Report folder permission
- c. **The “Manager” Report folder permission**
- d. The “Viewer” Report folder permission

Explanation:

[https://help.salesforce.com/articleView?id=analytics\\_sharing\\_permissions.htm&type=0](https://help.salesforce.com/articleView?id=analytics_sharing_permissions.htm&type=0)

**Question 33:**

Universal Containers has created a custom object to store highly confidential client relationship data with Private sharing settings.

Which two options would an Architect choose to ensure access only to the record owner and the administrator? Choose 2 answers

- a. **Disable the “View All” permission on all other profiles**
- b. **Disable the “Grant Access Using Hierarchies”**
- c. Disable the “Create” permission on all other profiles

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- d. Disable the “Read” permission on all other profiles

Explanation:

[https://trailhead.salesforce.com/en/modules/data\\_security/units/data\\_security\\_records](https://trailhead.salesforce.com/en/modules/data_security/units/data_security_records)

<https://developer.salesforce.com/forums/?id=906F00000005GQJIA2>

#### Question 34:

A developer at Universal Containers is building an integration within a managed package for their internal org that requires login to an external system. The end point requires basic authentication. The Architect would like to ensure that the username and password are managed securely. What three options should the Architect recommend to secure the credentials? Choose 3 answers

- a. **Store the credentials in protected custom settings that are used in the Apex Callout.**
- b. Store the credentials in a custom object using encrypted fields.
- c. **Store the credentials in Named Credentials that are used in the Apex Callout.**
- d. Store the credentials in the Apex code, which will not be available to non-admins.
- e. **Store the credentials in protected custom metadata that are used in the Apex Callout.**

Explanation:

[https://developer.salesforce.com/page/Secure\\_Coding\\_Storing\\_Secrets](https://developer.salesforce.com/page/Secure_Coding_Storing_Secrets)

#### Question 35:

Universal Containers does not want the Users in the Custom Sales Department Profile to be able to delete Opportunities.

How would the Architect prevent a certain set of users from deleting Opportunities?

- a. Override the Standard button with Visualforce Page that warns them that they do not have permission to delete
- b. Remove the Delete button from the Opportunity Page Layout and Record Type Settings
- c. **Remove the “Opportunity Delete” Permission from the Sales Team’s User Profile in the Object Permissions**
- d. Create a Validation Rule that checks the User’s Profile before allowing the IsDeleted flag to be set to True

Explanation:

[https://help.salesforce.com/articleView?id=opp\\_del.htm&type=0](https://help.salesforce.com/articleView?id=opp_del.htm&type=0)

**Question 36:**

Universal Containers has a set of Account Management users that should only see Accounts once the Accounts become a customer. The Type field on the Account identifies whether the Account is a Prospect, Customer, Partner, or Other.

Which two methods could an Architect use to enable this sharing requirement, assuming a private sharing model for Accounts? Choose 2 answers

- a. **Institute a process that calls for the Account Manager to be added to the Account Team once the Account becomes a customer**
- b. Create an Account Sharing Rule that shares all Accounts owned by Sales to be shared with Account Management roles and Subordinates
- c. Create a Public List View, where Accounts of Type Customer are included and share the List View with the Account Management public group
- d. **Create a Criteria-based sharing rule that shares the Account to the Account Management Group when the Type is Customer**

Explanation:

[http://resources.docs.salesforce.com/202/18/en-us/sfdc/pdf/sharing\\_architecture.pdf](http://resources.docs.salesforce.com/202/18/en-us/sfdc/pdf/sharing_architecture.pdf)

**Question 37:**

Assuming granular locking is enabled, what activity can happen in parallel to changing a community account owner without risking group membership lock errors?

- a. Deletion of a Role
- b. Deletion of a Territory
- c. Creation of a Role
- d. **Creation of a Territory**

Explanation:

[https://developer.salesforce.com/docs/atlas.en-us.draes.meta/draes/draes\\_tools\\_granular\\_locking.htm](https://developer.salesforce.com/docs/atlas.en-us.draes.meta/draes/draes_tools_granular_locking.htm)



**Question 38:**

A Sales representative at Universal Containers needs assistance from specific product managers when selling certain deals. Product managers do not have access to Opportunities they don't own, as the Sharing model is Private, but need to gain access when they are assisting with a specific deal.

How can an Architect accomplish the requirement?

- a. Create a sharing rule to allow the product manager to access the opportunity
- b. Use similar Opportunities to share Opportunities related to the product manager
- c. **Enable opportunity teams and allow users to add the product manager**
- d. Enable account teams and allow users to add the product manager

**Question 39:**

Universal Containers wants to store Payment Term Details on the Account Object, but the fields should only be visible on certain record types and for certain user profiles.

How can a System Administrator quickly determine which user profiles, page layouts, and record types include certain fields?

- a. Use the Field Accessibility Viewer for the fields in question
- b. Universally require the field at the field level
- c. Log in as each user profile and view the Account Page Layouts
- d. **Click the Field-Level Security for the field on each profile**

Explanation: There's no "Field Accessibility Viewer" in Salesforce

**Question 40:**

Universal Containers is fast growing company that sells containers globally. It has thousands of dealerships throughout the world where local dealers service Containers sold locally. They recently opened two dealerships in California: NorthCal and SoCal. Universal Containers implemented a new partner community to enable their dealers. Each dealership has a dealer Manager who has all service agents report into them.

Assuming a private sharing model, what is the best option to enable dealer managers to have visibility to customer cases within their dealership and not across all dealerships?

- a. Create sharing groups that share all cases to all agents under the Dealer Manager
- b. Create a batch job that creates sharing rules as needed, based on the cases created
- c. **No changes are needed to the sharing and visibility model to implement this requirement**
- d. Build a trigger that creates manual sharing of cases as needed whenever a new case is created

<https://success.salesforce.com/answers?id=90630000000h1gxAAA>

**Question 41:**

Which features does Salesforce provide for restricting login access to the application? Choose 2 answers

- a. **Profile-based IP restrictions**
- b. **Profile-based login hour restrictions**
- c. Role-based IP restrictions
- d. Organization-wide login hour restrictions

Explanation:

<https://www.propofs.com/discuss/q/303416/which-feature-does-salesforce-provide-restricting-login-acce>

**Question 42:**

Universal Containers has a Private Sharing Model for the Opportunity object. Sales Rep A at Universal Containers created the Opportunity record and then transferred ownership of the Opportunity record to Sales Rep B. Both Sales Rep A and B have the same role in the Role Hierarchy.

What access will Sales Rep A and B have to the Opportunity after the transfer?

- a. Full Access
- b. **No Access**
- c. Read/Write
- d. Read Only

Explanation:

<https://success.salesforce.com/answers?id=90630000000gzH5AAI>

**Question 43:**

The Collections department at Universal Containers uses Salesforce to track its efforts. All Invoices and Invoice Line Items are stored in Salesforce. Invoice Line Item object details, such as Quantity and Extended Amount, should be summarized at the Invoice Object level, and all users who can see a given invoice should always see all invoice line items.

Without leveraging Apex code, how should an Architect create the relationship between the Invoice object and the Invoice Line Item Object?

- a. The Invoice object should have a Master-Detail to the Invoice Line Item Object
- b. The Invoice Line Item Object should have a Lookup to the Invoice Object
- c. The Invoice Object should have an inner join to the Invoice Line Item Object
- d. **The Invoice Line Item Object should have a Master-Detail to the Invoice Object**

Blog: <http://completeexamcollection.blogspot.in/>

Explanation:

<https://developer.salesforce.com/forums/?id=906F0000000BXZBIA4>

**Question 44:**

User A at Universal Containers is in the default account team for User B. User B owns the ACME account and changed User As team member access to the account.

What is the impact of this change?

- a. Changes affect the default Opportunity team.
- b. Changes affect all child ACME Accounts.
- c. Changes affect only the ACME Account.**
- d. Changes affect the default Account team.

**Question 45:**

Which are two valid use cases for programmatic sharing? Choose 2 answers

- a. Setting user ownership for standard and custom objects
- b. Native sharing functionality does not meet requirements**
- c. Frequent user ownership changes based on re-alignments
- d. An external system manages user record access**

Explanation:

<https://developer.salesforce.com/blogs/engineering/2013/03/salesforce-territory-management-and-programmatic-sharing.html>

**Question 46:**

Which two options are available to share Report or Dashboard folder with other users in the Organization? Choose 2 answers

- a. Public Groups**
- b. Roles**
- c. Teams
- d. Profiles

Explanation:

[https://help.salesforce.com/articleView?id=analytics\\_share\\_folder.htm&type=0](https://help.salesforce.com/articleView?id=analytics_share_folder.htm&type=0)

**Question 47:**

Universal Containers has a global 24\*7 Salesforce.com implementation that supports Sales, Services, Order Management, and various other parts of their business. They have a nested territory hierarchy, 10,000 sales users, and 20,000 support agents. Territory changes happen daily. The demand for new applications and changes to the platform is high and they follow an agile development methodology and deliver new releases every two weeks on the platform.

What Salesforce.com feature would help the system recover from maintenance restart on Salesforce servers?

- a. **Enable Parallel Sharing Rule recalculation**
- b. Enable Granular Locking on the system
- c. Enable Filter-Based Opportunity Territory Assignment
- d. Enable Deferred Sharing Rule recalculation

Explanation:

[https://developer.salesforce.com/docs/atlas.en-us.draes.meta/draes/draes\\_tools\\_parallel\\_sharing\\_rule\\_recalculation.htm](https://developer.salesforce.com/docs/atlas.en-us.draes.meta/draes/draes_tools_parallel_sharing_rule_recalculation.htm)

**Question 48:**

Which three capabilities are available with Enterprise Territory Management? Choose 3 answers

- a. Create a public group with Territory
- b. Share a report or dashboard folder with a Territory
- c. **Metadata API Support**
- d. **Integration with Collaborative Forecasting**
- e. **Assignment of Territory on Opportunities**

Explanation:

[https://help.salesforce.com/articleView?id=tm2\\_territory\\_mgmt\\_overview.htm&language=en\\_US&type=0](https://help.salesforce.com/articleView?id=tm2_territory_mgmt_overview.htm&language=en_US&type=0)

#### Question 49:

Universal Containers has recently activated an integration that synchronizes customer information and orders into their CRM of choice: Salesforce.com. One of their largest customers, United Air, has over 12,000 unique contacts. Since the integration was activated, sales reps are having trouble adding contacts to the United Air account. When a sales rep adds a contact, they get the following error message:

UNABLE\_TO\_LOCK\_ROW

This issue seems to affect the United Air account and several other large customers. The sales rep can usually save the contact by trying again later in the evening.

What should the Architect recommend as a possible solution?

- a. Create a permission set for the sales team to grant them Read/Write access to all account fields.
- b. Implement an account hierarchy and redistribute the contacts evenly under the child accounts.**
- c. Remove sharing rules and replace them with APEX sharing for United Air and the other large accounts.
- d. Add a role-based sharing rule so all sales team members have Read/Write access to contacts.

Explanation:

<https://salesforce.stackexchange.com/questions/163909/the-cause-of-unable-to-lock-row-error>

#### Question 50:

Universal Containers, a global corporation of 50,000 users, has a 24\*7 call center operated by 20,000 users that includes employees and contractors. Their sales organization is 10,000 strong and they started processing about 100,000 updates to opportunity custom fields called Priority and NextStep. They also started processing 20,000 updates to a highly nested territory hierarchy. There was a third mass update on a Next Step field on the Action Plan custom object that has Case a lookup field. Users started seeing a Group membership lock error in the system.

What is a probable cause for this error?

- a. Lock contention on Territory object because of Territory object updates**
- b. Lock contention on Case records because of Action Plan custom object updates
- c. Lock contention due to system-initiated sharing rule recalculation
- d. Lock contention on Account records because of Opportunity object updates

Explanation:

<https://developer.salesforce.com/blogs/engineering/2014/07/record-locking-cheat-sheet.html>

Blog: <http://completeexamcollection.blogspot.in/>

### Question 51:

Universal Containers has recently implemented an integration that is populating 50 custom fields on the account object. They would like these fields to be available to Managers for reporting but do not want them to clutter the page layouts.

What should the Architect recommend as a solution?

- a. Add the fields to a Custom Report; grant the Manager's Role access to the report folder
- b. Grant Managers access to the fields using Field-Level Security; do not add them to a page layout**
- c. Add the fields to the Manager's Account Page Layout; mark the page layout section as Collapsed
- d. Grant the Managers access to the fields using a Role-Based Sharing Rule; leave them hidden on the page layout

Explanation:

<https://success.salesforce.com/answers?id=90630000000hJdsAAE>

[https://help.salesforce.com/articleView?id=customize\\_layout.htm&type=0](https://help.salesforce.com/articleView?id=customize_layout.htm&type=0)

### Question 52:

Universal Containers has the following Sharing Settings for their Org:

- Account = Private
- Contact = Controlled by Parent
- Opportunity = Private
- Case = Private

They have enabled "Default Account Teams" and have trained users to set up their Default Team.

Which three access levels can be set on the Account Team Member? Choose 3 answers

- a. Opportunity Access**
- b. Account Access**
- c. Case Access**
- d. Contact Access
- e. Contract Access

Explanation:

<https://developer.salesforce.com/forums/?id=906F0000000AHINIA4>

**Question 53:**

Universal Containers has the following requirements:

- The Commercial Account and Consumer Account Support departments should not collaborate
- The Commercial and Consumer sales users roll up to the same VP Sales, but there should be no collaboration between sales departments
- The Commercial Sales department should share its customers with the Commercial support department
- The Consumer Sales department shares its customer with the Consumer support department
- The Commercial and Consumer support departments roll up to the same Support Director
- The Sales Departments will remain the Account Owner for the Accounts that they sell to

What is the recommended Org-Wide Sharing Default for Accounts, and how would the Architect enable proper Commercial and Consumer Sales to Support Account Sharing for this scenario?

- a. Read-Only Account Sharing with Sharing Rules from Commercial Sales Role(S) to Consumer Support Group(S) and Consumer Sales Role(S) to Commercial Support Group(S)
- b. Private Account Sharing with Sharing Rules from Commercial Sales Role(S) to Consumer Support Group(S) and Consumer Sales Role(S) to Commercial Support Group(S)
- c. **Private Account Sharing with Sharing Rules from Commercial Sales Role(S) to Commercial Support Role(S) and Consumer Sales Role(S) to Consumer Support Role(S)**
- d. Private Account Sharing with Sharing Rules from Commercial Sales Group(S) to Commercial Support Group(S) and Consumer Sales Group (S) to Consumer Support Group(S)

**Question 54:**

Universal Containers maintains Job information in a Custom Object that contains sensitive information. The only users who should be able to view and edit job records are the user who owns the record and all users in the Delivery profile.

Which three platform sharing tools are required to support the above requirements? Choose 3 answers

- a. "Modify All" permission for Job Object on the Delivery Profile
- b. "View All Data" profile permission on the Delivery Profile
- c. **Grant Access Using Hierarchy sharing setting on the Job Object set to false**
- d. **Criteria-Based sharing rule for the Delivery Profile on the Job Object**
- e. **Organization-Wide Default sharing setting of Private on the Job Object**

**Question 55:**

The Architect at Universal Containers would like to prevent users from editing encrypted fields.

Assuming no customizations are implemented, which two options should the Architect choose to support the requirement? Choose 2 answers

- a. Workflow Rules
- b. Apex Triggers
- c. Validation Rules**
- d. Page Layout settings**

Explanation:

<https://success.salesforce.com/answers?id=90630000000gwC6AAI>

**Question 56:**

The Architect at Universal Containers has created a List View to show all open Opportunities that were created in the last month, and would like to make this list view visible to certain groups of users.

Which two options are available to the Architect for sharing the List View? Choose 2 answers

- a. Profiles
- b. Manual Sharing
- c. Public Groups**
- d. Roles and Subordinates**

Explanation:

<https://help.salesforce.com/articleView?id=000220215&type=1>

<https://salesforce.stackexchange.com/questions/51587/is-listview-visibility-for-roles-shared-accordingly-to-hierarchy>



**Question 57:**

Universal Containers has enabled External Default Sharing and wants to allow for external users to have the External Sharing Default set to Public Read-Only for a custom object.

Which two options are valid Internal Default sharing settings for the custom object? Choose 2 answers

- a. Controlled by Parent
- b. Public Read/Write**
- c. Private
- d. Public Read Only**

Explanation:

[https://help.salesforce.com/articleView?id=admin\\_sharing.htm&type=0](https://help.salesforce.com/articleView?id=admin_sharing.htm&type=0)

**Question 58:**

Which three areas should the Architect review in order to increase performance of “Record Access” and “Sharing” calculations? Choose 3 answers

- a. Case data, to ensure that no Account has more than 10,000 Case records that are related to it**
- b. Record ownership, to ensure that no user owns more than 10,000 Object records in the system**
- c. Custom Object data, to ensure that no Account has more than 10,000 Custom Objects that look up to it
- d. Apex Managed Sharing triggers, to ensure that no trigger is querying more than 10,000 Object records
- e. Opportunity data, to ensure that no Account has more than 10,000 Opportunity records that are related to it**

Explanation:

A involves data skew. B involves ownership skew. C is not possible because the limit is way less. D doesn't deal with calculations. E is data skew.

Hence A, B, and E

**Question 59:**

Universal Containers has a strict security model enforced through object, field, and row-based security mechanisms. The Architect would like to ensure the security model is being thoroughly tested using Apex automated tests.

Which three considerations should be made when using the runAs () method to design Apex unit tests?  
Choose 3 answers

- a. **runAs () does not enforce user permissions or field-level permissions in test classes**
- b. **runAs () can be used inside of test classes to validate record-level security**
- c. runAs () can be used inside of test classes to validate field-level permissions
- d. runAs () can be used outside of test classes to bypass record-level security
- e. **runAs () counts towards total DML statements issued within transaction**

Explanation:

[https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex\\_testing\\_tools\\_runas.htm](https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_testing_tools_runas.htm)

#### Question 60:

Universal Containers wants to create a way to store sensitive Invoice Data in Salesforce. A User who owns an Account should not see every Invoice, but only invoices that they or their subordinates own.

Which two features should be considered during this solution implementation? Choose 2 answers

- a. **Ensure that the Organization-Wide Default sharing for Invoices is set to Private**
- b. **Deploy the Relationship between Accounts and the Invoices Object as Lookup**
- c. Deploy the Relationship between Accounts and the Invoices Object as Master-Detail
- d. Create a Workflow that populates the Invoice sharing object upon Insert

Explanation:

For a user to not see every Invoice, you need to set the OWD to Private for that object. (Answer A)  
In order to be able to set OWD on a custom object it can't be the Detail of a Master-Detail relationship. It has to be a lookup Relationship (Answer B)

<https://developer.salesforce.com/forums/?id=906F00000008s4IIAA>

#### Question 61:

Universal Containers has implemented a strict software architecture for their custom Apex code. One of the requirements is that all SOQL queries are contained within reusable classes. Depending on the context of the Apex transaction, the queries should be able to run either "With Sharing" or "Without Sharing".

Which two ways allow the Architect to meet these requirements? Choose 2 answers

- a. Create a SystemSOQLQueries class and a UserSOQLQueries class; set the “With Sharing” keyword on the UserSOQLQueries class and “Without Sharing” on the SystemSOQLQueries class
- b. Create a reusable SOQLQueries class; do not specify “With” or “Without Sharing” on the SOQLQueries class**
- c. Create a reusable SOQLQueries class; do not specify “With” or “Without Sharing” on the SOQLQueries class and use the runAs () method to dynamically set the context**
- d. Create a reusable SOQLQueries class; specify “With Sharing” on the methods that require user context and “Without Sharing” on the methods requiring system context

**Question 62:**

For the Universal Containers Commercial and Consumer support departments, having access to Activities for Contacts with which they interact is important. Commercial support users should not see Consumer Accounts/Contacts and Consumer Support users should not see Commercial Accounts/Contacts.

Assuming the Organization-Wide Default for Activities is set to “Controlled by Parent”, what is the minimum level of Sharing access a support user would need to Accounts/Contacts to view associated activities?

- a. Private Account/Contact Sharing Default with a Sharing Rule for each department set to Public Read/Write access to Accounts/Contacts
- b. Private Account/Contact Sharing Default with a Sharing Rule for each department set to Private access to Accounts/Contacts
- c. The users need no access to Accounts/Contacts with the proper Activity Sharing Rules and Profile Permissions for the Accounts Tab
- d. Private Account/Contact Sharing Default with a Sharing Rule for each department set to Public Read Only access to Accounts/Contacts**

**Question 63:**

Universal Containers has Public Read Only sharing settings on the Opportunity object.

What Opportunity access options can the user see while adding account team members to the Account?

- a. Read Only and Read/Write**
- b. Read Only
- c. Private
- d. Private and Read Only

Explanation: [https://help.salesforce.com/articleView?id=accountteam\\_def.htm&type=0](https://help.salesforce.com/articleView?id=accountteam_def.htm&type=0)

#### Question 64:

Universal Health is planning to store patient notes in Salesforce. Patient notes consist of long text notes taken by a user to document phone calls with patient.

A data audit has identified that these notes can contain Personally Identifiable Information (PII) and Personal Health Information (PHI). The regulatory requirements state that this data must be encrypted at rest as well as in transit.

What should the Architect do in order to make sure Universal Health stays compliant?

- a. No action is required; all Salesforce data is encrypted at rest as part of Salesforce's standard trust measures
- b. Use an Apex Trigger and the Apex Crypto class to encrypt patient notes as soon as they saved to Salesforce
- c. **Enable Salesforce Shield Platform Data Encryption and mark the patient notes field as encrypted**
- d. Create a new Custom Field of type "Text (Encrypted)" and move the patient notes data into the new field

Explanation:

A is nonsense. B seems like overkill. C is a definite. D has a limit of 175 characters, so notes would not work.

#### Question 65:

Universal Containers has a requirement to share Accounts automatically to the users at a field office. They currently have the following setup in their environment:

- Accounts are set to Private in the Org-Wide Default
- The field office is specified by a lookup in the Account Object
- There are 400 field offices
- The users in each field office are managed using public groups

Based upon a lookup relationship field on the Account, how should the Architect meet this requirement?

- a. Use Manual Sharing to share the Account with the appropriate field office
- b. Use Account Teams to share the Account with the appropriate field office
- c. **Use Programmatic Sharing to share the Account with the appropriate field office**
- d. Use Criteria-Based Sharing to share the Account with the appropriate field office

Explanation: **max sharing rules is 300** while there're 400 field offices.

**Question 66:**

Universal Containers has developed an AppExchange managed package for their distribution partners, which required a private key to be generated for each partner and used by the code. Universal Containers support representatives must be able to access the private key value to debug connection issues, but it must not be possible for the partner to access the value. How can the Architect best support this requirement?

- a. **Store the value in a text field on a protected custom setting in the package.**
- b. Store the value in a text field on a list custom setting in the managed package.
- c. Store the value in an encrypted field on a custom object in the package.
- d. Store the value in a static variable in a class included in the managed package.

**Question 67:**

Universal Containers would like to track defects within Salesforce. A defect need to have the following fields:

- Severity
- Type
- Status
- Description

There will be multiple Defects related to the standard Case object. Defects will be assigned to different owners which will often be different to the Case owner. Which option should the Architect choose to meet the requirement?

- a. Create a relationship between the standard defect object and the standard case object.
- b. Create a custom object for defects and relate it to cases using lookup.**
- c. Create all defect fields on the case object to track the defect and lookup.
- d. Create a custom object for defects and relate it to cases using master –detail

Explanation:

[https://help.salesforce.com/articleView?id=overview\\_of\\_custom\\_object\\_relationships.htm&type=0](https://help.salesforce.com/articleView?id=overview_of_custom_object_relationships.htm&type=0)

**Question 68:**

In order to comply with Regulatory Requirements, Universal Containers must store sensitive customer information on-premise. Universal Containers would like this on -premise information to be accessible from Salesforce. What technology can Universal Containers use to achieve this?

- a. Implement the Salesforce Shield toolkit.
- b. Implement an on -premise database.
- c. Implement a third -party proxy server.**
- d. Implement a third -party tokenization service.

**Question 69:**

Universal Containers has created a Reimbursement Custom Object to capture requests for reimbursement of expenses related to office supplies. The Reimbursement requests are sometimes sensitive and the Team Leads should not have access to the Reimbursement records submitted by the Users in the Call Center Agent role. The Director of Support will require access to all Reimbursement records. The role hierarchy is set as follows:

Call Center Agent role reports to Team Lead role, which Reports to the Director of Support.

Which steps would the Architect take to ensure proper sharing in this Role Hierarchy structure assuming Private Sharing Setting for the Reimbursement Object?

- a. Leave the Reimbursement Object in "Deployed" Status and set the Director of Supports Profile to "View All" in the object permissions.
- b. Use an Approval Process to change the owner of the Reimbursement record upon submission to the Director of Support.
- c. Disable Grant Access Using Hierarchies for the Object and create a Sharing Rule to enable sharing to the Director of Support.**
- d. The sharing scenario described will occur without any special configuration choices being made by the Architect.

**Question 70:**

Which two access grants are stored in the Group Maintenance tables? Choose 2 answers

- a. Implicit grants
- b. Group Membership grants**
- c. Explicit grants
- d. Inherited access grants**

Explanation:

[https://mohan-chinnappan-n.gitbooks.io/salesforce-sharing/content/access\\_grants\\_tables.html](https://mohan-chinnappan-n.gitbooks.io/salesforce-sharing/content/access_grants_tables.html)

**Question 71:**

How should the Architect ensure that object -level security is enforced within a custom Visualforce application that uses a standard Apex controller on the Lead object?

- a. Use the With Sharing" keyword when defining the Visualforce page.
- b. Use the Schema.DescribeSObjectResult.isAccessible () method in the Apex controller.
- c. Use the runAs () method to enforce user permissions in the Apex controller.
- d. Use the {! \$ObjectType.lead.accessible} expression within the Visualforce page.**

Explanation: Customer community does not respect sharing rules

**Question 72:**

Universal Containers has the following requirements:

- The Commercial Account and Consumer Account support departments should not collaborate.
- The Commercial and Consumer sales users roll up to the same VP of Sales, but there should be no collaboration between sales departments.
- The Commercial sales department should share its customers with the Commercial support department.
- The Consumer sales department shares its customers with the Consumer support department.
- The Commercial and Consumer support departments roll up to the same Support Director.
- The sales departments will remain the Account Owner for the Accounts that they sell to.

What is the optimal Org-Wide Sharing Default for Accounts, and how would the Architect enable proper Commercial and Consumer Sales to Support Account Sharing for this scenario?

- a. Read -Only Account Sharing with Sharing Rules from Commercial Sales Role(s) to Consumer Support Group(s) and Consumer Sales Role(s) to Commercial Support Group(s).
- b. Private Account Sharing with Sharing Rules from Commercial Sales Role(s) to Consumer Support Role(s) and Consumer Sales Role(s) to Commercial Support Role(s).
- c. Private Account Sharing with Sharing Rules from Commercial Sales Role(s) to Commercial Support Role(s) and Consumer Sales Role(s) to Consumer Support Role(s).**
- d. Private Account Sharing with Sharing Rules from Commercial Sales Group(s) to Commercial Support Group(s) and Consumer Sales Group(s) to Consumer Support Group(s).

**Question 73:**

Universal Containers has a Private Sharing Model and restrictive data access settings in place. The data governance team is planning to deploy a master data management tool that will need write access to all system data, and the Architect has been asked to prepare a Data Governance User Profile that has full access to all data regardless of Sharing and CRUD Settings. What is the optimal way to enable this requirement?

- a. Ensure the profile has the "Modify All Data permission enabled.**
- b. Create a Sharing Rule for required Objects, on an API Only profile.
- c. Create an All Data Access app as a default for this Profile.
- d. Enable the "Edit Read -Only Fields" permission for this Profile.

Explanation: [https://help.salesforce.com/articleView?id=users\\_profiles\\_view\\_all\\_mod\\_all.htm&type=0](https://help.salesforce.com/articleView?id=users_profiles_view_all_mod_all.htm&type=0)

**Question 74:**

When writing test methods, what functionality is verified by the system method "runAs()"?

- a. Enforcement of a user's record sharing.**
- b. Enforcement of user permissions.
- c. Enforcement of a user's field -level security.
- d. Enforcement of a user's public group assignments.



Explanation: [https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex\\_testing\\_tools\\_runas.htm](https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_testing_tools_runas.htm)

**Question 75:**

Universal Containers has successfully implemented a large Service Cloud rollout for their national call center 3 months ago. One of their largest customer accounts, United Automotive, has over 15,000 open cases. Agents are now having trouble opening new cases for United Automotive. When they try to create a case, the following Error message appears for them:

UNABLE\_TO\_LOCK\_ROW

They notice that this only occurs for the United Automotive account. If they try to save the case again it will usually work, but the problem seems to be happening more and more often.

Which option should the Architect recommend?

- a. **Review the Account structure to split the United Automotive account into multiple branch accounts.**
- b. Review all Case Sharing Rules and consolidate where appropriate to reduce the total number of sharing rules.
- c. Review the Customer Service Profile to ensure that they have Read/Write access to the appropriate Case and Account fields.
- d. Review all Account sharing rules to ensure that the Customer Service team has Read/Write access to the United Automotive Account.

Explanation: Data Skew issue. Too many cases for United Automotive. Need to spread them out somehow.

**Question 76:**

Universal Containers uses the Case object to track service tickets. They have implemented Case teams to allow multiple support representatives to manage the Cases.

Which two "Filter by owner" options would the user see while creating a list view on the Case object?  
Choose 2 answers

- a. Public Groups
- b. Roles
- c. **Queue**
- d. **My Case Teams**

Explanation: <https://www.shellblack.com/administration/how-to-filter-records-from-a-tab-using-views/>

Blog: <http://completeexamcollection.blogspot.in/>

**Question 77:**

Universal Containers is a fast-growing company that sells containers globally. It has thousands of dealerships throughout the world where local dealers service Containers sold locally. They recently opened two dealerships in California: NorthCaland SoCal. Universal Containers implemented a new partner community to enable their dealers. Each dealership has a dealer Manager who has all service agents report into them.

Assuming a private sharing model, identify the best option to enable dealer managers to have visibility to customer cases within their dealership and not across all dealerships?

- a. No changes are needed to the sharing and visibility model to implement this requirement.**
- b. Create sharing groups that share all cases to all agents under the Dealer manager.
- c. Create a batch job that creates sharing rules as needed, based on the cases created.
- d. Build a trigger that creates manual sharing of cases as needed whenever a new case is created.

**Question 78:**

Universal Containers is designing a new community using the Customer Community license type. They would like to have of the users complete survey questions through the community interface and store the responses in a Custom Object that has a lookup to the account object. Any internal user who has access to the account should be able to see all survey responses. All Customer Community users should be able to see surveys filled in by other users for their company, but not surveys for other companies. What are the correct security settings to achieve this?

- a. Set all Organization -Wide Default settings to be "Public Read/Write" for both internal and external users.
- b. Set the Organization -Wide Default security to be "Public Read/Write" for internal users and "Private" for external users.
- c. Set the custom object to be master -detail to the Account and leave the Organization -Wide Default settings as their default values.
- d. Set the Organization -Wide Default security to be "Private" for both internal and external users and use Sharing Rules to grant the desired access.**

**Question 79:**

Universal Containers has a custom object, Employee Review, with an Organization -Wide Default security setting of Private. A user lookup on the Employee Review object is populated when a reviewer is assigned to perform a review. How can this user be granted edit access to the record if they are not the owner?

- a. Create an Apex trigger to insert an Employee Review Share record with an access level of Edit.**
- b. Create a workflow rule to share the Employee Review record with the user in the lookup field.
- c. Create a criteria -based sharing rule to share the record with the user in the lookup field.
- d. The user will be granted access to the record automatically when the user lookup is populated.

**Question 80:**

Universal Containers has created a custom Sales Operations profile with read and edit access to the Category field on a custom object. There is a new requirement that 3 of the 100 users assigned to the Sales Operations Profile should have read-only access to the Category field. How can the Architect support this request?

- a. Create a new profile without edit access to Category and assign it to the users.**
- b. Create a permission set in the Category field to read-only and assign it to the users.
- c. Create a new page layout with the Category Field set to read-only for these users.
- d. Edit the existing profile to have edit access and assign permission set to the remainder of the users for read access.

**Question 81:**

Universal Containers is updating its Organization -Wide Sharing Settings for the Account Object from a "Public Read/Write" model to a "Private" model, so that they can hide certain national accounts from sales reps and sales managers. These national accounts should only be accessible by sales directors and above. Universal Containers' Role Hierarchy matches its organizational hierarchy. What are two considerations the architect should have when designing the solution?

Choose 2 answers

- a. If a sales rep is added to the Opportunity Team for a national account, they will gain access to account data.**
- b. National accounts must be owned by a user who is above the sales managers in the Role Hierarchy.**
- c. Sales directors will need a sharing rule created so that they can see accounts owned by Sales Users.
- d. Apex managed sharing will have to be disabled for the account object to protect the national accounts.

**Question 82:**

Universal Containers has set the Org-Wide Sharing Default for Accounts to Private and has created some sharing rules to extend access based on certain data access policies. An Architect has been asked to review access to a certain set of key customer accounts. How might this review be conducted?

- a. Use the Sharing button on each customer Account.
- b. Export the Account Share table and review.**
- c. Log in as each user and Run the All Accounts List View.
- d. Run a Report on Sharing in the Admin Console.

**Question 83:**

Universal Containers has a set of Account Management users that should only see Accounts once the Account becomes a customer. The Type field on the Account identifies whether the Account is a Prospect, Customer, Partner, or Other.

Which two methods could an architect use to enable this sharing requirement, assuming a private sharing model for Accounts? Choose 2 answers

- a. Create an Account Sharing Rule that shares all Accounts owned by Sales to be shared with Account Management roles and Subordinates.
- b. Create a Criteria -based Sharing rule that shares the Account to the Account Management Group when the Type is Customer.**
- c. Institute a process that calls for the Account Manager to be added to the Account Team once the Account becomes a customer.**
- d. Create a Public List view, where Accounts of Type Customer are included and share the List view with the Account Management public group.

**Question 84:**

Universal Containers would like to restrict user's access to export reports. Which option supports this requirement?

- a. Remove the Export button from the report page layout.
- b. Remove "Allow Export" on the report folder settings.
- c. Remove the "Report Manager" user permission.
- d. Remove the "Export Reports" profile permission.**

Explanation:

<https://success.salesforce.com/answers?id=90630000000gpRiAAI>

Blog: <http://completeexamcollection.blogspot.in/>

**Question 85:**

Universal Containers would like to customize the security and sharing features of Salesforce Account Teams. They have decided to implement a Custom Account Team object. They would like the new enhancement to include all of the features of the existing account team, but also utilize Apex and Visualforce on the Custom Account Team object. What are two different approaches the Architect could consider when designing this enhancement?

Choose 2 answers

- a. The need to synchronize the AccountTeamMember object with the Custom Account Team object data.**
- b. The need to maintain the Account share object based upon the Custom Account Team object data.**
- c. The need to customize Account screens in Visualforce, as the Account share object cannot be maintained programmatically.
- d. The need to dynamically create Criteria -Based Sharing rules with Custom Account Team object data.

**Question 86:**

What is the best practice for testing sharing and visibility changes?

- a. Use Administrative and User reports to view the Active Users.
- b. Use the Sharing button to test Profile and Permission set changes.
- c. Use Field Audit Trail to audit the field meta -data and visibility.
- d. Use the Login As feature for a sample user in each role and profile.**

**Question 87:**

What feature in Salesforce is needed to restrict access to a custom object that has Public Read/Write access?

- a. Profile**
- b. Page Layout
- c. Record Type
- d. Role Hierarchy

Explanation:

<https://developer.salesforce.com/forums/?id=906F0000000AdsflAC>

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**Question 88:**

What are two reasons the Architect should consider the use of Apex Sharing Reasons? Choose 2 answers

- a. Ensuring the developer can more easily troubleshoot programmatic sharing.**
- b. Ensuring the Share record is not deleted upon ownership change.**
- c. Ensuring there is additional criteria available for Criteria -Based Sharing.
- d. Ensuring the Share record is deleted upon ownership change.

Explanation:

[https://developer.salesforce.com/docs/atlas.en-us.208.0.apexcode.meta/apexcode/apex\\_dev\\_guide.htm](https://developer.salesforce.com/docs/atlas.en-us.208.0.apexcode.meta/apexcode/apex_dev_guide.htm)

[https://help.salesforce.com/articleView?id=security\\_apex\\_sharing\\_reasons.htm&language=en&type=0](https://help.salesforce.com/articleView?id=security_apex_sharing_reasons.htm&language=en&type=0)

**Question 89:**

A Visualforce controller has a requirement to be written with "Without Sharing" at the top level; however, certain methods within the page still need to enforce the user permissions for creating records and accessing certain fields.

Which two methods below would be used to enforce this requirement? Choose 2 answers

- a. Schema .DescribeObjectResult**
- b. Schema.getGlobalDescribe
- c. Schema.DescribeFieldResult**
- d. UserInfo.getProfileID

**Question 90:**

Universal Containers has implemented a community for its customers using the Customer Community license type. They have implemented a custom object to store service requests that has a look up to the account record. The Organization-Wide Default External Access for the service request object is set to Private. Universal Containers wants their customers to be able to see service requests for their account through the community.

Customers should not see service requests for other accounts. Which Salesforce feature can the Architect use to implement this?

- a. Use APEX Managed Sharing to share service requests related to the account to the appropriate community users.
- b. Use a Sharing Set to share service requests related to the account based on the community user's profile.**
- c. Use a Sharing Rule to share service requests to the community user based on their role.
- d. Use manual sharing to share the service requests manually when a new community user is added.

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**Question 91:**

Which two options are available to share a Report or Dashboard folder with other users in the Organization? Choose 2 answers

- a. Roles**
- b. Profiles
- c. Teams
- d. Public Groups**

Explanation:

[https://help.salesforce.com/articleView?id=analytics\\_share\\_folder.htm&type=0](https://help.salesforce.com/articleView?id=analytics_share_folder.htm&type=0)

**Question 92:**

Universal containers has a requirement for the architect to develop Apex managed sharing code for the custom job object. The sharing settings for the Job object are set to Private.

When assigning access level for the record, which two lines of code will cause a DML exception on insert to the database? Choose 2 answers

- a. objectname.AccessLevel='Read'**
- b. objectname.AccessLevel='Edit'**
- c. objectname.AccessLevel='All'
- d. objectname.AccessLevel='None'

Explanation:

objectNameAccessLevel - The level of access that the specified user or group has been granted for a share sObject. The name of the property is AccessLevel appended to the object name. For example, the property name for LeadShare object is LeadShareAccessLevel.

Valid values are:

- Edit
- Read
- All (can only be used by Force.com managed sharing. Can't be used by APEX sharing)

**Question 93:**

Universal Containers has set Account Sharing to Private with Account Teams enabled. Which two user groups can add team members on the Account? Choose 2 answers

- a. The current Account Owner can add team members.**
- b. The user specified as the Manager on the Owner's User record.
- c. Someone above the Account Owner in the Role Hierarchy with read access.**
- d. Any Account Team Member with read access on the Account.

**Question 94:**

The Architect notices that there are many duplicate Account records and numerous sharing rules created in Salesforce. What would be the reason?

- a. The Organization -Wide Default for the Account object is Public Read -Only.
- b. The Organization -Wide Default for the Account object is Public Read/Write.
- c. The Organization -Wide Default for the Account object is Private.**
- d. The Object permissions for the Account object are Create, Read, and Edit.

**Question 95:**

How would you make sure Visualforce page is security proof? Choose 3 answers

- a. Manually check for cross site
- b. Manually check for sql injection
- c. Submit to force security scanner**
- d. Use web application tool for security**
- e. Use debug to check hijacked requests**

**Question 96:**

Which two options provide implicit record access to users? Choose 2 answers

- a. Read-only access to parent account for a user, based on a criteria-based sharing rule.
- b. Read-only access to parent account for a user with access to a child case**
- c. Access to child opportunities for the owner of the parent account.**
- d. Access to related leads for the owner of the parent campaign.



**Question 97:**

Universal Containers has developed Apex code to manually create AccountShare records to grant specific users access to individual Accounts. What must the Architect do to ensure the AccountShare records are not deleted when the owner of the Account is changed?

- a. Create the share records and set the RowCause to a custom Apex Sharing Reason.**
- b. Create the share records in a class with the "Without Sharing" keyword.
- c. Create the share records with the Delete on Owner Change field set to false.
- d. Create the share records and set the RowCause to Manual.

**Question 98:**

Universal Containers has the following requirements:

A custom Loan object requires Org-Wide Defaults set to Private.  
The owner of the Loan record will be the Loan Origination Officer.  
The Loan record must be shared with a specific Underwriter on a loan-by-loan basis.  
The Underwriters should only see the Loan records for which they are assigned.

What should the Architect recommend to meet these requirements?

- a. Use criteria-based sharing rules to share the Loan object with the Underwriter based upon the criteria defined in the criteria-based sharing.
- b. Create a lookup relationship from the Loan object to the User object. Use a trigger on the Loan object to create the corresponding record in the Loan share object.**
- c. Create a master-detail relationship from the Loan to the User object. Loan records will be automatically shared with the Underwriter.
- d. Create an Apex Sharing Reason on the Loan object that shares the Loan with the Underwriter based upon the criteria defined in the Sharing Reason.

**Question 99:**

A Sales Rep at Universal Containers wants to create a dashboard to see how his sales numbers compare with his peers. Assuming a Private model, which two permissions would the Sales Rep need to meet this requirement?

- a. Manage Custom Report Types
- b. Customize Application
- c. Manage Dashboards**

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**d. View All Data**

**Question 100:**

Universal Containers has two custom objects: Job and Job Interview. The Job Interview object has a lookup relationship to Job. Both objects are set to Private in sharing settings. The HR team will own all Job and Job Interview records. They have asked their Salesforce Architect to automatically share the Job Interview when the Interviewer (lookup to user record) has been populated. The interviewer can be from any department. What method should the Architect use to achieve this requirement?

- a. Build apex Managed Sharing code to share Job Interview with the Interviewer user.**
- b. Build a criteria-based sharing rule between the Job Interview and the Interviewer.
- c. Build a standard sharing rule between Job Interview and the Interviewer.
- d. Build a workflow email notification to notify the interviewer of the record assignment.

**Question 101:**

What is the security vulnerability in the following code snippet?

```
<apex:form>

<apex:commandButton rerender="outputIt" value="Update It"/>

<apex:inputText value="{!myTextField}"/>

<apex:form>

<apex:outputPanel id="outputIt">

    Value of my Textfield is <apex:outputText Value="{!myTextField}" escape="false"/>

</apex:outputPanel>
```

- a. SOQL Injection**
- b. Arbitrary Redirects
- c. Cross-Site Scripting
- d. Access Control

### **Additional questions**

#### **Question 1:**

What is a workaround to ownership data skew?

**Ans. You can minimize possible performance impacts by not assigning the user(s) to a role.**

#### **Question 2:**

When you make changes to roles and groups Salesforce locks the entire group membership table, which makes it impossible to process group changes in multiple threads to increase throughput on updates.

**Ans. Granular Locking**

#### **Question 3:**

If you want to create some logic that will share certain records in APEX code, you just have to create special records that will open access to the desired records. The aim is to create records of certain type, for example, all share objects for custom objects are named as

**Ans. MyCustomObject\_\_Share**

#### **Question 4:**

By Viewer Access you can see the data in a report or dashboard, but you can't make any changes, except by cloning it into a new report or dashboard.

**Ans. True**

#### **Question 5:**

Universal Containers has set Partners users who will see records owned by partner users in roles below them in the hierarchy of which roles?

**Ans. Executive, Manager, and User**

#### **Question 6:**

Partner users can access records belonging to users in their account at their same role or lower in the role hierarchy, for Cases, Leads, Opportunities and Custom Objects. Which of the following access has to be given?

**Ans. Super user permission**

#### **Question 7:**

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If OWD is Public Read Only, what are sharing access options?

**Ans. Read, - Read/Write**

**Question 8:**

Which of the following is used to encrypt a variety of widely used standard fields, along with some custom fields and many kinds of files?

**Ans. Shield Encryption.**

**Question 9:**

There are 100,000 records to be transferred from ERP shipping to contacts in salesforce. In salesforce many contacts do not have the account listed. The integration API owner is at top of role hierarchy. What is the best way to migrate?

Ans : Create dummy user and put all the contacts under it and use sharing rule to share with sales rep.