**My Score**

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| --- | --- | --- | --- |
| **Topic** | **Percentage** | **Questions** | **Correct Questions** |
| Declarative Sharing | 67 | 40 | 40 |
| Performance | 8 | 5 | 3 |
| Programmatic Sharing | 25 | 15 | 11 |
| Total | 100 | 60 | 54 |

1. There is a custom object, Job, that has OWD set to "Private". It contains extremely private information that should only be available to the record owner and the hiring manager that is associated through a user Lookup field on the object. What is the best solution to grant access?
   1. Have the record owner manually share the record to the hiring manager.
   2. Create a workflow rule to grant access to the hiring manager.
   3. Do nothing, the OWD will grant the access
   4. Use Apex Managed Sharing to grant the access to the hiring manager.

1. A remote user is complaining that they can’t see a certain account when they run a particular Private Account List View that they created for themselves. How might a System Administrator assist in troubleshooting this issue? Choose one answer
   1. VPN to the User's location and establish a remote desktop session.
   2. Have the User send the List View link URL via email and investigate.
   3. Use the Login As feature to see what the User is seeing in her login.
   4. Temporarily make the user a System Administrator so she can fix the issue.

1. 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? Choose one answer
   1. Create a permission set in the Category field to read-only and assign it to the users.
   2. Create a new profile without edit access to Category and assign it to the users.
   3. Create a new page layout with the Category Field set to read-only for these users.
   4. Create a custom permission to grant read-only access to Category and assign it to the users.

1. At Universal Containers, the Sales VP likes to re-assign Opportunity Teams every six months. Each Opportunity Team has the following resources: o AE (owner) o Sales Engineer o Vertical Overlay o Sales Ops What should the Architect use to re-assign Opportunity Team members so they have access to the appropriate Opportunity records? Choose one answer
   1. From the User Setup menu, click "Update Team members on open Opportunities.”
   2. Build a Visualforce page that will query the default team and update open Opportunities.
   3. From the Opportunity record detail page, use the "Update Team Members" function.
   4. Use the Mass Reassign Opportunity Team wizard on the Opportunity Tab Home Page.

1. 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. What option should the Architect recommend? Choose one answer
   1. Review all Account sharing rules to ensure that the Customer Service team has Read/Write access to the United Automotive Account.
   2. Review the Account structure to split the United Automotive account into multiple branch accounts.
   3. Review all Case Sharing Rules and consolidate where appropriate to reduce the total number of sharing rules.
   4. Review the Customer Service Profile to ensure that they have Read/Write access to the appropriate Case and Account Fields.

1. Which two license types can be assigned the permissions to create and edit reports? Choose two answers
   1. Customer Community Plus
   2. Customer Community
   3. Customer Community Plus Login
   4. Partner Community Plus Login

**Topics I have received on Exam**

Difference between profile and permission set

Use of System.runAs()

Login Hours and Login IP changes

How to restrict or grant access to the records by using Role Hierarchy, Public Groups, Team, Territory, Partners.

Default sharing model for Internal and External users

Given a code snippet to identify the security threat

When to use territory management

Encryption in rest and transit

Protected Custom metadata types

Protected Custom settings

Crypto class

Locking related issues and how to overcome that

Use of Salesforce Shield

Apex managed sharing and reason and when to use what

Sharing Set

Manual sharing and what happens if ownership is changed

Use of FLS, Record type, page layout, permission set and custom permissions

How reports and dashboards and files can be shared

List view

Org Wide Default (internal, external)

Sharing Rules (ownership based, criteria based)

Object Relationships and their impact on security — many-to-many, master-detail, lookup

Record-Level Locking — error cause and resolution

Grant Access Using Hierarchies — what happens when it is disabled/enabled

Lookup Skew — resolution to peak performance

Granular Locking — error cause and resolution

Deferred sharing

Implicit & Explicit sharing

Manual sharing

Sharing options in Communities — Partner vs Customer, Sharing Sets, Sharing Groups

Enterprise Territory Management — features, visibility rules, filter-based Oppty territory assignment

Salesforce Shield Platform Encryption — PII, PCI, PHI data encryption at rest and transit

Enforcing Object level security and FLS in Visualforce & Apex

With Sharing and Without Sharing keywords

SOQL Injection, Cross-site Scripting (XSS), Arbitrary Redirects, Data Access Controls

Exposing data using Web services

Account Teams & Opportunity Teams

Report & Dashboard Access

**What kind of questions to expect?**

Ownership Data Skew - how it occurs and how to manage

Parent Child Data Skew  - how it occurs and how to manage

Questions in sharing performance; Related to above 1 and 2 but mainly on "UNABLE\_TO\_LOCK \_ROW" issue

Report/Dashboard - Sharing

Apex managed sharing - best solution for a given scenario

Security vulnerabilities in visualforce eg. using input text tag instead of input field tag

With sharing / without sharing - usage

Territory hierarchies and usage

Account Teams / Opportunity Teams usage and behaviour

Licences : High volume portal licences / Community Licences. (Partner/ Customer/ Customer plus)

Profiles vs. Permission sets - differences