

**Exam** : **Platform-App-Builder**

**Title** : Salesforce Certified Platform  
App Builder

**Vendor** : Salesforce

**Version** : V19.95

**NO.1** A sales manager at Cloud Kicks wants the **team to spend more** time in the field and less time manually entering the information found on the business cards they collect.

What should an app builder do to help achieve this goal without sacrificing data quality?

- (A). **Research and evaluate** data enrichment products on the AppExchange to automate data entry.
- (B). Post daily to the Chatter feed any relevant fields that need to be populated.
- (C). Use Flow to create a data entry wizard to automate data entry.
- (D). Use a combination of workflow rules and formula fields to populate key fields for the sales user.

**Answer:** A



**NO.2** Universal Containers (UC) maintains information for over **2 million** assets in an external system. UC needs to access these assets in real-time data in Salesforce and is nearing the data storage limits.

What feature could an app builder recommend UC use?

- (A). **Data Loader**
- (B). Salesforce Connect
- (C). Salesforce to Salesforce
- (D). Data Export Wizard

**Answer:** A

**NO.3** How should an app builder configure access to a contact's **Twitter** profile for Salesforce mobile app users?

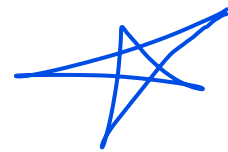
- (A). Add a formula field to the Contact page layout.
- (B). Add an AppExchange Lightning Component to the mobile app.
- (C). **Add the Twitter component** to mobile view Lightning pages.
- (D). Add a Twitter Quick Action to the mobile navigation.

**Answer:** C

**NO.4** Universal Containers wants to **streamline** its data capture process by **linking fields together**. They wish to do this so that the available value on dependents fields are driven by value selected on controlling fields. Which consideration supports the stated requirements? Choose 3 answers

- (A). The import wizard only allows value to be imported into a dependent picklist if they match the appropriate controlling field
- (B). **Custom picklist** field can be either controlling or dependent field
- (C). **Multi select** picklist can be dependent picklist but not controlling fields
- (D). Standard and custom picklist fields can be dependent fields.
- (E). **Checkbox fields** can be controlling fields but not dependent fields

**Answer:** B,C,E



**NO.5** An app builder is tasked with adding key performance **indicators** on **client pages**. They want to see a summary of the number of open Opportunities and the number of won Opportunities for each Account.

Where should the app builder go to build these new rollups?

- (A). Lightning App Builder
- (B). **Account Object**
- (C). Lightning Object Creator
- (D). Opportunity Object

**Answer:** B



**NO.6** An app builder would like to streamline the user experience by reflecting summarized calculations of specific fields on various objects. Which field types could be used in roll-up summary fields to accomplish this?

Choose 3 answers

- (A). Checkbox
- (B). Percent
- (C). Time
- (D). Date
- (E). Currency

**Answer:** B,D,E

**NO.7** An app builder installs an unmanaged package in a full copy sandbox that is an exact match for production, and now they are ready to install it in production. When the app builder attempts to install the package in production, it fails.

Why did the package fail to install?

- (A). Incorrect license types
- (B). Package features not compatible
- (C). Object limits exceeded
- (D). Apex unit test failures

**Answer:** D



**NO.8** Universal Containers wants sales reps to get permission from their managers before deleting Opportunities. What can be used to meet these requirements?

- (A). Process Builder with Submit for Approval action.
- (B). Approval Process with a triggered Flow process.
- (C). Approval Process with Time-Dependent Workflow action.
- (D). Two-step Approval Process.

**Answer:** D



**NO.9** An app builder needs to create new automation on an object.

What best practice should the app builder follow when building out automation?

- (A). One Workflow rule per object.
- (B). One Flow per object.
- (C). One invocable process per object.
- (D). One record change process per object.

**Answer:** C

**NO.10** An app builder wants to use Process Builder to automate some of the work being done by the sales team.

What are three capabilities of Process Builder that can improve productivity?

Choose 3 answers

- (A). Send an email alert.  
 (B). Update a related record.  
 (C). Send an outbound message.  
 (D). Delete a related record.  
 (E). Create a child record.

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**Answer:** A,B,E

**NO.11** Universal Containers uses the Asset object to track products that are installed at customer locations. A new object, Asset Inventory, has been created to capture details about the asset.

Which approach should the app builder take to show Asset Inventory as a related list on Asset?

- (A). Create a roll-up on Asset. Add the Asset Inventory related list to the Asset page layout.  
 (B). Create a junction object to relate Asset Inventory and Asset. Add the Asset Inventory related list to the Asset page layout.  
 (C). Create a lookup relationship on Asset Inventory to Asset. Add the Asset Inventory related list to the Asset page layout.  
 (D). Create a master-detail relationship on Asset to Asset Inventory Add the Asset Inventory related list to the Asset page layout.

**Answer:** C

**NO.12** At Ursa Major Solar, there is a single Lightning record page for the Celestial Bodies custom object; however, there is a Lightning component the app builder wants to restrict to mobile app users.

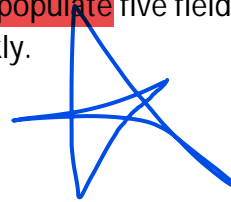
Which feature on the Lightning app builder should be utilized?

- (A). Chatter feed  
 (B). Highlights panel  
 (C). Component visibility filter  
 (D). Related list quick links

**Answer:** C

**NO.13** Manage at Universal Containers want a quick to create additional accounts to form a hierarchy from a parent account record. They want to auto-populate five fields based on the parent to make it easier for users to create the child accounts quickly.

- (A). Custom Global Quick Action  
 (B). Custom Global Quick Account.  
 (C). Custom action on Account  
 (D). Custom link on Account



**Answer:** B

**NO.14** Northern Trail Outfitters has two custom objects that are part of a master-detail relationship. What determines the ownership and sharing access of the detail record?

- (A). The default owner is set in the parent object's settings.  
 (B). The Owner field on the Detail record.  
 (C). The Owner field on the Master record.  
 (D). The owner is set independently on the detail object's settings.

**Answer:** C

**NO.15** Ursa Major Solar's service department gets requests for several types of services, such as **installation, repair, and maintenance**. Service managers need to be able to tell when maintenance was last done on an asset to help determine if they are meeting contract agreements, but the last maintenance date can be difficult to determine when there are many work orders related to the asset. They think it would be helpful to have a field auto-populated on the Asset record when a maintenance work order gets closed.

What tool should an app builder recommend to help meet this requirement?

- (A). Visualforce
- (B). Roll-up Summary
- (C). Apex Trigger
- (D). **Flow**



**Answer:** D

**NO.16** An app builder at Northern Trail Outfitters created a sandbox template for Accounts, Projects, and **Project Milestones** to reconfigure some flows for the project management app. Which type of testing environment should the app builder create?

- (A). Developer
- (B). **Partial Copy**
- (C). Developer Pro
- (D). Scratch Org



**Answer:** B

**NO.17** Universal Containers wants to create a report to show job applications **with or without resumes**.

What considerations should the app builder be aware of when creating the custom report type?

- (A). An app builder is unable to create custom report types for objects they do not have permissions for.
- (B). Once the report type has been deployed it is unable to be deleted.
- (C). A primary object selection is **locked on** once the custom report type has been saved.
- (D). When a custom or external object is deleted the report type and reports remain but cause an error when the report is run.



**Answer:** C

**NO.18** Universal Containers is adding **drone delivery to service offerings**, and the developer has written and tested code prior to deployment to production, and the change set is ready to go. The deployment window will occur when the developer is on vacation.

What can the app builder do to ensure a smooth deployment to production?

- (A). Remove Apex classes from the change set.
- (B). Validate the inbound change set.
- (C). Use a metadata package set.
- (D). **Validate the outbound** change set.



**Answer:** D

**NO.19** Ursa Major Solar (UMS) uses a public sharing model for accounts. UMS would like to move to a more **restrictive sharing model** but wants the Sales team to continue to have access to all account records with the sales record type.

Which two actions should an app builder complete to implement this change?

Choose 2 answers

- (A). Update the Sales profile.
- (B). Update the organization-wide defaults
- (C). Create a criteria based sharing rule.
- (D). Create an owner-based sharing rule.

**Answer:** B,C

**NO.20** An app builder at Ursa Major Solar has been working on a new custom app in a sandbox that has been upgraded to the next major Salesforce version, and their production instance is still on the current Salesforce version. The development is complete and they are ready to deploy a change set. What should the app builder consider when planning the deployment?

- (A). It will fail if there is a feature only available in the next version.
- (B). The change set components will be upgraded to the next version in production.
- (C). The change set will be automatically deployed when production is upgraded.
- (D). The deployment is not possible due to different versions.

**Answer:** A

**NO.21** Universal Containers has a private sharing model for Accounts and Opportunities and uses Territory Management to grant access to records.

- \* Sales rep A manually shares an opportunity record with sales rep B.
- \* Sales rep B has access to the Account even though the Account is NOT in sales rep B's territory.
- \* Sales rep C CANNOT see either record.

Based on the information given, why can sales rep B see the Account related to the Opportunity?

- (A). Sales rep B has implicit access to the Account.
- (B). Sales rep B was added to the Account team.
- (C). Sharing set is granting access to the Account.
- (D). Account was also manually shared.

**Answer:** B

**NO.22** An app builder at Cloud Kicks created a custom object and related fields in the schema builder.

What next steps should the app builder take to ensure users can access the new object and fields?

- (A). Create a permission set for access to the object and fields.
- (B). Allow reporting for the object and fields.
- (C). Assign data types to the fields on the object.
- (D). Add the fields to the page layout on the object.

**Answer:** D

**NO.23** When an opportunity close date is delayed by more than 60 days, the manager and the VP sales must approve the change. How can this requirement be met? Choose 2 answers

- (A). Build an approval process that requires unanimous approval from the manager and VP of sales.
- (B). Create a workflow rule that checks for close date less than 60 days and add an email alert.
- (C). Create a lightning process builder flow that submits the record for an approval process
- (D). Build a validation rule that does not allow a user to save the opportunity record.

**Answer:** A,C

**NO.24** An app builder is creating a Lightning record page and has added Mobile & Lightning Actions to the page layout.

What two components could be included on the layout to display the actions?

Choose 2 answers

- (A). Highlights panel
- (B). Chatter
- (C). Activities
- (D). Path

**Answer:** A,C

**NO.25** Universal Containers assigns system access via permission sets and permission set groups to ensure each user has proper access. One department with varying levels of support staff has five consistent permission sets they require in order to complete their duties. Some higher-level staff have additional permission sets that are only required for them.

How should an app builder recommend assigning permission sets to users?

- (A). Utilize the manage assignments button to assign a permission set group and additional individual permission sets to each user.
- (B). Utilize the manage assignments button to assign each user with the same set of permission set groups and permission sets.
- (C). Utilize the Data Import Wizard to mass update the desired users with their full list of permission sets and permission set groups.
- (D). Utilize the Data Loader to mass update the desired users with their full list of permission sets and permission set groups.

**Answer:** A

**NO.26** universal containers is migrating its sales operations from a legacy system that was used. opportunities need to be imported with the proper country currency. Which two steps should an app builder configure to meet these requirements ?

Choose 2 answers.

- (A). Include the currency ISO code in all currency fields in the import file.
- (B). Use Data Loader to import the records.
- (C). Include the currency ISO Code Column in the import file.
- (D). Use import the currency ISO Code Column in the import file.
- (E). Use Import Wizard to import the records.

**Answer:** A,B

**NO.27** An app builder wanes to show Groups as the last navigation menu item in the mobile app. However, (he app builder is unable to select Groups as one of the items on the drop-down menu. What could cause this?

- (A). Groups is available in the recent section of the navigation menu.
- (B). Groups is included m the Smart Search items but unavailable on the navigation menu.
- (C). Groups is unavailable in the selected list for the navigation menu.
- (D). Groups is available in the Chatter section of the navigation menu.

**Answer:** B



**NO.28** The app builder at Cloud Kicks has created a custom object named **Delivery\_\_c** to track the details of products shipped to customers.

Which two actions should the app builder take to prevent users in the shipping department from deleting delivery records?

Choose 2 answers

- (A). **Remove the Delete** permission from the Shipper profile.
- (B). Change the organization-wide default of deliveries to Private.
- (C). **Remove the delete button** from the Delivery page layout.
- (D). Use a permission set to remove the Delete permission.

**Answer:** A,C

**NO.29** DreamHouse Realty requires that field value changes for certain fields such as **Asking\_Price\_\_c** and **Real\_Estate\_Agent\_\_c** on their **House\_\_c** custom object show up prominently on Chatter.

What Chatter feature should the app builder utilize?

- (A). Thanks
- (B). Publisher Actions
- (C). Topics
- (D). **Feed Tracking**

**Answer:** D

**NO.30** An app builder notices several Accounts **converted from Leads** are missing information they expected to be caught via **Account validation rules**.

What could be the source of this issue?

- (A). The lead settings are unchecked to require validation for converted leads.
- (B). **Account validation rules fail to validate on records converted from a lead.**
- (C). The lead settings are allowing users to intentionally bypass validation rules.
- (D). Lead validation rules fail to validate on records when they are being converted.

**Answer:** B

**NO.31** DreamHouse Realty (DHR) recently acquired Cloud Kicks (CK), a company that is still on Salesforce Classic.

DHR is keeping the CK Salesforce org; however, it will **migrate this org to Lightning Experience**.

Where should the app builder find prebuilt resources to help with this project and overall adoption?

- (A). Import Wizard
- (B). Lightning Object Creator
- (C). **AppExchange**
- (D). Flow Builder

**Answer:** C

**NO.32** Cloud Kicks has created a custom object called **Interests** which is joined to Accounts by way of a junction object called Account Interest.

What is the impact to users attempting to view an Account and the associated Account Interest records if they are without read access to the Interest object?

- (A). Users will be able to view the Account Interest records and will have read-only access to the Interest records.



- (B). Users will be unable to view Account records that have a related Account Interest record.
- (C). Users will be unable to view the Account Interest records or the Interest records.
- (D). Users will be able to view the Account Interest record, but unable to view the field or any information relating back to the Interest record.

**Answer:** B

**NO.33** Which two solutions prevent a formula field from being referenced by a Roll-Up Summary Field?

- (A). A cross-object workflow updating a field referenced by the formula field
- (B). A cross-object field reference in the formula field
- (C). The CASE() function in the formula field
- (D). The NOW() function in the formula field



**Answer:** A,B

**NO.34** The case handling process at Universal Containers includes multiple steps including approvals, notifications, and fields updates. To manage and evaluate all of these changes in a single save operation, an app builder wants to use Process Builder and the Advanced option to let the process evaluate a record multiple times has been selected.

Which two options should the app builder avoid to prevent recursion?

Choose 2 answers

- (A). IF statements
- (B). Setting a criteria node to No criteria-just execute the procedure
- (C). Invocable processes
- (D). The ISCHANGED function

**Answer:** B,C

**NO.35** On the Account Lightning record page, users need to see ten fields and the ability to sort and wrap text on their Related Lists.

What Related List type would the app builder select for the Related List Lightning component?

- (A). Enhanced List
- (B). Basic List
- (C). ListView
- (D). List Class



**Answer:** A

**NO.36** Universal Containers wants to understand return on investment for the latest advertising buy. They currently use a private security model for all objects.

What should an app builder recommend?

- (A). Utilize Account Hierarchies and Roll-Up Summary fields
- (B). Run an opportunities pipeline report
- (C). Change to a public security model
- (D). Configure Campaign Hierarchies and Campaign statistics



**Answer:** D

**NO.37** Universal Containers (UC) has large data volumes and is nearing data storage limits. The planned solution is to archive historical data to reduce data storage in Salesforce; however, UC would

still like to use reports, queries, and lookups on the archived information.

Which two options could meet this requirement?

Choose 2 answers

- (A). Big objects
- (B). Custom objects
- (C). Related objects
- (D). External objects

**Answer:** A,D



**NO.38** Universal Containers created a custom object called Component to capture details about products sold.

What approach should an app builder take to show Component as a related list on Product?

- (A). Create a master-detail relationship on Product to Component. Add the Component related list to the Product page layout.
- (B). Create a junction object to relate Component and Product. Add the Component related list to the Product page layout.
- (C). Create a roll-up on Product. Add the Component related list to the Product page layout.
- (D). Create a lookup relationship on Component to Product. Add the Component related list to the Product page layout.

**Answer:** D



**NO.39** An App Builder at UVC would like to prevent users from creating new records on an Account related list by overriding standard buttons. Which two should the App Builder consider before overriding standard buttons?

- (A). Standard buttons can be changed on lookup dialogs, list views, and search result layouts
- (B). Standard buttons can be overridden with a Visualforce page
- (C). Standard buttons that are not available for overrides can still be hidden on page layouts
- (D). Standard buttons can be overridden, relocated on the detail page, and relabeled

**Answer:** B,C



**NO.40** Universal Containers (UC) has created a picklist field called Status on three separate custom objects. UC has a requirement to share the list of values for this field across each object.

Which feature would an app builder use?

- (A). Field Update
- (B). Global Picklist Value Set
- (C). Dynamic Action
- (D). Dependent Picklist

**Answer:** B

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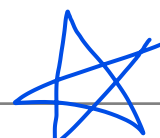


**NO.41** To increase adoption, Universal Containers is proposing changes to its Salesforce data model to allow easier visibility for sales reps into key metrics. The proposal has three custom objects related to the Account object, one with a master-detail, and two that are not. Each of these objects has 15 fields they would like to summarize on the Account object.

What are two considerations for this proposal?

Choose 2 answers

- (A). Roll-up summaries allow MAX, MIN, SUM, COUNT, and AVG.



- (B). An object can have 20 object references.  
 (C). An object can have 25 roll-up summaries.  
 (D). Roll-up summaries are limited to master-detail relationships.

**Answer:** A,C

**NO.42** Universal Containers uses a private sharing model on Accounts. User A and user B both own Accounts of their own and have both been sent a new account record in an email owned by user C to take a look at. User A is able to open and view the record but user B receives an insufficient privileges error. User A and user B have the same role in the role hierarchy as user.

What are the three reasons user A has access but user B is unable to access the record? Choose 3 answers

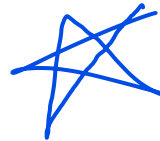
- (A). User A is on the same account team as user C.  
 (B). User A and user B have different profiles.  
 (C). User C has manually shared the record with user A.  
 (D). User A was granted an additional permission set.  
 (E). User A is in a public group that has access via a sharing rule.

**Answer:** A,C,E

**NO.43** Universal Containers is piloting new features in an existing sandbox and wants to prevent outbound email sends during testing.

What should the app builder do to meet the requirement?

- (A). Email deliverability set to system email only.  
 (B). Email configured for SMTP authentication.  
 (C). Email relay to the configured host enabled.  
 (D). Email deliverability set to no access.



**Answer:** D

**NO.44** The Service Manager provided the app builder with color code requirements for case age on open cases.

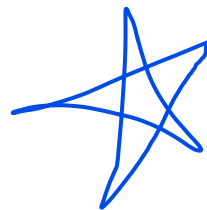
New cases populate a green circle

Day-old cases populate a yellow circle

Three day-old cases populate a red circle

How should an app builder implement this requirement?

- (A). Formula Field  
 (B). Quick Action  
 (C). Custom Button  
 (D). Lightning Web Component

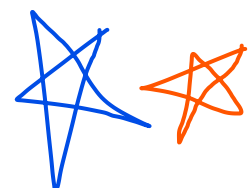


**Answer:** A

**NO.45** Universal Containers has a custom picklist called Support Level on the Account object. They would like to show the real-time value of Support Level on all case records.

How should an app builder implement this requirement?

- (A). Create a formula field on the Case object using the TEXT function.  
 (B). Create a formula field on the Account object using the ISPICKVAL function.  
 (C). Create a Process Builder and use a field update on the Case object.  
 (D). Create a roll-up summary field using Support Level on the Account object.



**Answer: C**

**NO.46** Universal Containers uses a custom object **called Projects**. When managers assign projects they set a custom field on the Uroject called Estimated Hours. Once set, users should be able to decrease but not increase the value How can an app builder meet this requirement?

- (A). Create a formula default value for the custom field.
- (B). Create a formula held that uses the PREVGROUPVAL function
- (C). Create a validation rule that uses the ISCHANGED function
- (D). Create a validation rule that uses the **PRIOR VALUE function**.



**Answer: D**

**NO.47** Cloud Kicks's management team **frequently travels** and wants to approve requests from their team on the go via **Chatter**.

Where would an app builder enable this ability?

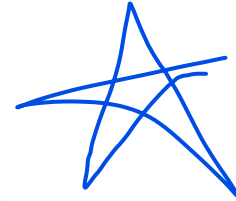
- (A). Chatter Feed Tracking
- (B). Object Settings
- (C). **Chatter Settings**
- (D). Approval Process Settings

**Answer: C**

**NO.48** After universal containers converted **qualified leads**. Sales reps need to be able to report on **converted leads**.

How should an app builder support for this requirement ?

- (A). **Enable preserve lead status in the lead conversion settings**
- (B). Assign the representative view and edit converted leads permission
- (C). Ensure the representative has read access to the original lead records
- (D). Create a custom report type with converted leads as the primary object



**Answer: A**

**NO.49** Cloud Kicks (CK) tracks the support level of its customers on the account record page. CK wants to show a text notification on a case record page when the related account is a **platinum-level customer**.

How could an app builder meet this requirement?

- (A). **Add a rich text area to the Case Lightning page** > Set the **component visibility** of the rich text area to show when the account support level is platinum.
- (B). Create a text-only Visualforce page > Drag the Visualforce component into the Case page layout > Set its visibility to show when the account support level is platinum.
- (C). Create a text-only Visualforce page > Clone the case page layout > Drag the Visualforce component into the page, and assign the layout to platinum cases.
- (D). Clone the Case Lightning page > Add a rich text area to the new page, and assign this page to platinum accounts.

**Answer: A**

**NO.50** DreamHouse Realty is building a custom Lightning app to track its expanding solar water collection business.

The Lightning app currently contains a custom Lightning record page with standard components.

From which two resources should an app builder get custom components to bring into the new Lightning app?

Choose 2 answers

- (A). AppExchange
- (B). Apex Code
- (C). Import Wizard
- (D). Visualforce

**Answer:** C,D

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**NO.51** Universal Containers is expecting impacts to operations due to increased demand. The executive team will be reaching out to current customers and want to see the number of open cases for the account and parent account.

Which two tools could an app builder combine to display the number of open cases on the account page?

Choose 2 answers

- (A). Flow
- (B). Workflow
- (C). Approval Process
- (D). Process Builder

**Answer:** B,D

**NO.52** An app builder wants to limit the amount of fields users are required to fill out when creating a new Opportunity. Once they fill out the required fields and save, the full record page with additional fields relevant to the Opportunity type becomes available.

How could this be accomplished?

- (A). Make the Opportunity type a required field on the initial Opportunity page layout and use automation to fill in the type field to a record type.
- (B). Use different page layouts for Opportunity types based on the user profile.
- (C). Once the required fields are populated, use a sharing rule to share the new fields with the user.
- (D). Hide additional sections on the page layout and show the users how to manually expand them when they want to fill in the fields in the hidden sections.

**Answer:** A

**NO.53** Due to the complexity of the Universal Containers sandbox release schedule and requirements, it is advised that change sets are used as often as possible to migrate from one environment to another.

Which three common items can an app builder move when using a change set?

Choose 3 answers

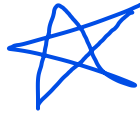
- (A). Web-to-lead
- (B). Standard fields
- (C). Custom object
- (D). Apex class
- (E). Custom field

**Answer:** C,D,E

**NO.54** An App Builder is loading the data into salesforce. To link the new records back to the legacy

system, a field will be used to track the **legacy ID** on the account object. For future data loads this ID will be used when upserting records. Which field attribute should be selected? Choose 2 answers

- (A). **Unique**
- (B). Required
- (C). **External ID**
- (D). Text (encrypted)

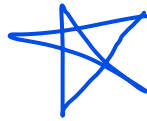


**Answer:** A,C

**NO.55** A sales rep at AW Computing is **unable to** find what they are looking for while scrolling through their **Chatter feed**.

How can a filter be utilized to show only posts from their key account and opportunity records?

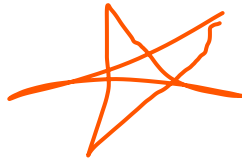
- (A). Create a Chatter group.
- (B). Create Chatter bookmarks
- (C). Create a **Chatter stream**.
- (D). Create a Chatter notification.



**Answer:** C

**NO.56** The VP of Sales at Universal Containers has asked the app builder to let sales reps create opportunity records directly from the account, with a number of fields **pre-populated**. Which feature should the app builder use to allow users to create the opportunity?

- (A). **A quick action**
- (B). A default action
- (C). A custom button
- (D). A custom link



**Answer:** A

**NO.57** The appraisal team at DreamHouse Realty wants to **leverage** Salesforce mobile app. What are three things an app builder should do to optimize mobile experience?

Choose 3 answers

- (A). **Use Global Actions** to make it easy to perform vital functionality on mobile.
- (B). Avoid using default field values so that the user is required to fill in all fields on the screen.
- (C). **Minimize the amount of** formula fields and lookup fields to reduce page load time.
- (D). Create individual customized layouts for different phone operating systems.
- (E). **Put the most important** fields in the compact layout so they are easy to find.



**Answer:** A,C,E

**NO.58** Ursa Major Solar's sales team has been **struggling to enter** data on mobile since rollout; the team dislikes scrolling through all of the fields to input only the necessary data.

How could the app builder solve this with minimal impact to desktop users?

- (A). Filter components by device using Form Factor.
- (B). **Reorder the fields** to make sense for the reps when in the field.
- (C). Update the training documentation with better screenshots.
- (D). Deselect the phone radio button on the Lightning record page assignment.



**Answer:** B

**NO.59** Universal Containers (UC) tracks Account locations in Zip Code, a custom text field with a



validation rule to enforce proper formatting of the US ZIP+4 code for UC's orders.

What formula should the app builder create on Order to display only the first five digits of Zip Code from the parent Account?

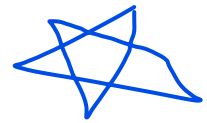
- (A). `BEGINS(Account.Zip_Code_r, 5)`
- (B). `TEXT(Account.Zip_Code_c, 5)`
- (C). `LEFT(Account.Zip_Code_c, 5)`
- (D). `LPAD(Account.Zip_Code__r, 5)`



**Answer:** C

**NO.60** Universal containers wants to ensure that they are accepting clean data from their users and verify that **important fields are entered**. What should an app builder recommend to meet this requirement?

- (A). Update the **important fields** to be required on the page layout
- (B). Make a formula field to check the format of the important fields
- (C). Create a workflow rule to check the fields are formatted correctly
- (D). Configure a **validation** to require a field for a **specific** record type



**Answer:** D

**NO.61** DreamHouse Realty (DR) has many properties for sale and wants to identify the highest value of all **Offer\_\_c** records on each **Property\_\_c** record.

What solution should the app builder use to meet DreamHouse Realty's needs?

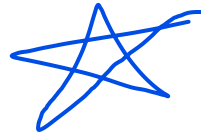
- (A). **Master-Detail Child Object**
- (B). Text Area (Long)
- (C). Multi-select PicklIst
- (D). Lookup Object

**Answer:** A

**NO.62** Cloud Kicks (CK) wants to set up a custom child object to track **gift** cards issued to a customer. A key requirement is to track the **total number of gift cards opened** and gift cards **issued on an Account**. CK wants to permanently ensure the gift cards are unable to be moved across any other Account once it is created.

On the gift card object, what type of field should be created to support this requirement?

- (A). **Master-detail relationship**
- (B). Roll-up summary
- (C). Formula
- (D). Lookup relationship

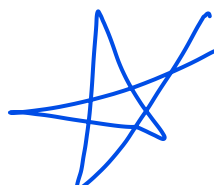


**Answer:** A

**NO.63** Cloud Kicks (CK) wants to track orders against inventory, ensuring its ability to fulfill order requests. CK created a junction object **called Request Inventory** to enable many-to-many relationships with the Inventory and Order objects.

What does the app builder need to provide to ensure users can view Request Inventory records?

- (A). **Read access to both master objects.**
- (B). Apex-based sharing on the first master object.
- (C). Sharing rules on Request Inventory object.
- (D). Read access to the first master object.



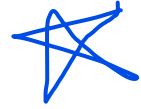


**Answer: A**

**NO.64** Ursa Major Solar (UMS) is looking to hire some new employees. UMS wants to allow the same applicant to apply for multiple open positions using a single application.

What should an app builder recommend to meet these requirements?

- (A). Create a master-detail relationship on **Open\_Position\_\_c to Application\_\_c**
- (B). Create a master-detail relationship held on Applicant\_\_c to Application\_\_c
- (C). Create a master-detail relationship field on Application\_\_c to Open.Position\_\_c
- (D). Create a master-detail relationship field on Applicant\_\_c to Apphcabon\_c



**Answer: A**

**NO.65** Cloud Kicks (CK) wants to quickly insert a list of over **60,000** net new Accounts. The template based on CK's data model was used to populate the list.

Which tool should be used?

- (A). Data Loader
- (B). A Lightning Object Creator
- (C). **Import Wizard**
- (D). Schema Builder

**Answer: C**

**NO.66** An app builder is creating a custom object called **Testimonial\_\_c** and wants to connect Testimonial\_\_c records with both the submitter's Contact record and Account record. If the Account is deleted, the Testimonial\_\_c should also be deleted. If the Contact is deleted, but the Account remains, the Testimonial\_\_c should remain.

How should this be accomplished?

- (A). Make both the Contact and Account fields required on the Testimonial\_\_c object and create lookup relationships from Testimonial\_\_c to Contact and to Account.
- (B). **Create a master-detail relationship from Testimonial\_\_c to Account** and a **lookup relationship from Testimonial\_\_c to Contact**.
- (C). Make Testimonial\_\_c a junction object between Account and Contact using master-detail relationships.
- (D). Create a lookup relationship from Testimonial\_\_c to Account and a master-detail relationship from Testimonial\_\_c to Contact.



**Answer: B**

**NO.67** The services manager wants to make sure the team enters **case priority consistently**.

What feature can an app builder use to accomplish this?

- (A). Path
- (B). Flow
- (C). Next Best Action
- (D). **In-App Guidance**

**Answer: D**

**NO.68** An App Builder at UVC would like to prevent users from creating new records on an Account related list by overriding standard buttons. Which two should the App Builder consider before overriding standard buttons?



- (A). Standard buttons can be changed on lookup dialogs, list views, and search result layouts
- (B). Standard buttons can be overridden with a Visualforce page
- (C). Standard buttons that are not available for overrides can still be hidden on page layouts
- (D). Standard buttons can be overridden, relocated on the detail page, and relabeled

**Answer:** B,C

**NO.69** Universal Containers generates leads from three different sources: web, trade shows, and partners. Some of the information collected is applicable to all sources, there is also information that is unique to each type of lead.

What should an app builder configure to meet these requirements?

- (A). Create three lead record types each with its own page layout containing the relevant fields
- (B). Create a partner community and a record type for web and trade show leads
- (C). Create three sections on the lead layout and instruct users to collapse the non-relevant fields
- (D). Create custom page payouts for each type of lead only containing the relevant fields

**Answer:** C

**NO.70** Cloud Kicks works on an annual subscription model. When a sale rep marks an opportunity as closed won, a new opportunity should automatically be created for the renewal. The contracts team works outside of salesforce but also needs to be notified about closed deals in order to initial the contract process with the customer.

Which automation solution would meet these requirements?

- (A). Approval Process
- (B). Outbound Message
- (C). Validation Rule
- (D). Record-triggered flow

Process Builder Also

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**Answer:** B

**NO.71** Universal Containers wants to deliver purchased containers to remote construction address. In these cases the customers will supply UC with the coordinates to the location.

What type of field should the app builder use to capture this information?

- (A). Number
- (B). Geolocation
- (C). Text
- (D). External Lookup

**Answer:** B

**NO.72** What option is available to an App Builder when defining an object-specific Create Record custom action?

Choose 2 answers

- (A). Pre-Defining field values on the target object.
- (B). Redirecting the end user to the detail page of the target object
- (C). Specifying the fields and layout of the action.
- (D). Allowing the end user to choose the record type

**Answer:** A,D

**NO.73** Managers at Universal Containers want a quick way to create additional accounts to form a

hierarchy from a Parent Account record They want to **auto-populate** five fields based on the parent to make it easier for users to create the child accounts quickly.

What should the app builder recommend?

- (A). Add Path on Account hierarchy
- (B). Add a custom link on Account
- (C). Customize a Global Quick Action
- (D). **A Create a custom action** on Account

**Answer:** D

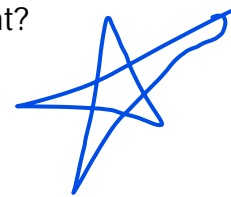


**NO.74** Cloud Kicks (CK) wants to simultaneously delete a Supplier record and all **SupplierItem\_\_c** records if a partnership ends with a supplier.

What solution could an app builder use to meet the requirement?

- (A). **Many-to-many**
- (B). Indirect lookup
- (C). Hierarchical
- (D). Master-detail

**Answer:** A



**NO.75** Containers have the Account object's Organization-Wide Default set to Private. The marketing team owns Accounts; however, they also need to be able to see the sales team's Accounts. Both the sales and marketing teams are in completely **different branches** of the role hierarchy. What feature should be used to enable marketing to see sales-owned accounts.

- (A). Public Group
- (B). Flow
- (C). Workflow
- (D). **Sharing Rules**

**Answer:** D



**NO.76** An app builder wants to create a formula field on an Account to include data from related Contacts but is unable to find the relationship in the formula editor.

What is **a limitation of formulas** that could be **causing the** issue?

- (A). Unable to reference the child records.
- (B). A master-detail relationship should be created.
- (C). **Formula field limit reached on the Account object.**
- (D). More than 5,000 characters in the formula.

**Answer:** C



**NO.77** Cloud Kicks wants to set up a new opportunity approval process and execute various action items based on the initial submission.

Which three action types should an app builder use in the approval process?

Choose **3 answers**

- (A). **Email Alert**
- (B). **Outbound Message**
- (C). **Task**
- (D). Invocable Flow
- (E). Invocable Process Builder



**Answer:** A,B,C

**NO.78** Cloud Kicks has a shipment date on each shipment that is sent out. **Dispatchers need** more details on the day and time the shipment was sent out. The app builder needs to change the current field type that is used from **m Date to Date/Time**.

What should the app builder be aware of when it comes to data already in the system?

- (A). The change will be instant
- (B). Historical data will be updated to 12:00 timestamp.
- (C). The field name will change.
- (D). **Data loss will be experienced.**

**Answer:** D

**NO.79** Universal Containers (UC) has a custom Invoice object and a custom **Invoice Line Item** object. The Invoice Line Item object has a lookup relationship to the Invoice. UC would like to convert the lookup relationship to a master-detail relationship but is unable to do so.

Which two reasons could be preventing this relationship conversion?

Choose 2 answers

- (A). Custom objects are unable to be on the detail side of a master-detail relationship.
- (B). There are already two master-detail relationships on the **Invoice Line Item**.
- (C). **Invoice Line Item** records exist without having the Invoice lookup field populated.
- (D). There is a roll-up summary field on the Invoice object.

**Answer:** B,C

**NO.80** The CFO of Cloud Kicks needs to sign off on any major show retail deal that has a discount of more than **30% before** the deal can be closed.

What feature would be used to handle this requirement?

- (A). **Approval Process**
- (B). Email Alert
- (C). Field Update
- (D). Workflow Rule

**Answer:** A

**NO.81** The app builder needs to change the data types of new custom fields. The app builder is not able to delete and recreate any of the fields, nor modify any apex code. Which data type change will require the app builder to perform the additional steps in order to retain existing functionalities?

- (A). Changing the data type of a field used in an apex class from number to text.
- (B). Changing the data type of a field used in a report from a text to an encrypted field
- (C). Changing the data type of a field used as an **external id** from **number to text**.
- (D). Changing the data type of a field used in lead conversion from number to text

**Answer:** C

**NO.82** Cloud Kicks is redefining its entire business process to convert the Manager Notes field from a long text area field. The goal is to encourage managers to be more concise in their comments and stay at **255 characters or less**. There is preexisting information in the Manager Notes field that often is well beyond the character limit.

What would happen to any existing information if the app builder tries to convert a preexisting long

text area field to text area'

- (A). Preexisting information will **truncate** to the first 255 characters.
- (B). Preexisting Information in the field will be completely lost.
- (C). Preexisting information will remain even if it was over 255 characters.
- (D). Preexisting information will cause an error message to pop up.

**Answer:** A

**NO.83** Ursa Major Solar wants to create a relationship between the **standard Contact** object and a **custom Solar Project** object. Contacts potentially be related to multiple Solar Project objects, and a Solar Project can have multiple Contacts associated with it.

How should an app builder configure the data model?

- (A). **One Master-detail relationship** on Contact and **one Master-detail relationship** on Solar Project
- (B). Two Lookup relationships on a new custom object
- (C). One Lookup relationship on Contact and one Lookup relationship on Solar Project
- (D). Two Master-detail relationships on a new custom object

**Answer:** A

**NO.84** Sales manager at universal containers would like to standardize what information sales rep are gathering. Sales rep want recommendations, sales strategies and to know what key fields need to be completed **at each step of the sales** process on the opportunity record. What feature should an app builder use to provide this functionality?

- (A). Workflow
- (B). **Path**
- (C). Chatter feed
- (D). Global Action



**Answer:** B

**NO.85** UVC's CFO has asked that all deals with more than a **40% discount** get automatically sent to the VP of Finance. He will review these deals without the sales rep needing to take action. Which two ways can this be accomplished without building code? Choose two answer

- (A). **Launch a new approval process that** has **automatic** submission enabled as an **initial submission action**
- (B). **Create a new process with** a **submit for approval action** to **automatically submit deals** for approval
- (C). Create a new approval process that has automatic submission enabled in the entry criteria
- (D). Launch a flow that uses the submit for approval action to submit deals for approval

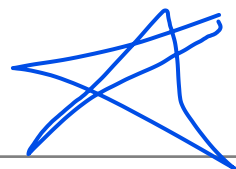


**Answer:** A,B

**NO.86** The developer at Universal Containers wants to test code in a sandbox environment. In order to ensure the code works properly, the sandbox needs to have at least half a **gigabyte** of data. The sandbox will need to be refreshed after each three-day sprint.

What type of sandbox should the App Builder provision to the developer?

- (A). Developer
- (B). Full Copy
- (C). **Developer Pro**
- (D). Partial Data



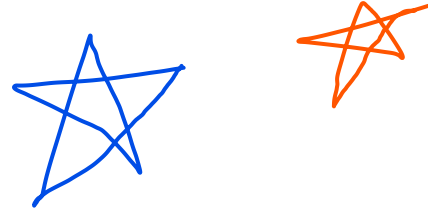
**Answer:** C

**NO.87** Cloud Kicks wants to display 10 key fields at once in a separate section at the top of opportunity records on the desktop.

Which component should an app builder add to the record page to enable this functionality?

- (A). Path
- (B). Highlights Panel
- (C). Custom Lightning Web Component
- (D). Accordion

**Answer:** B

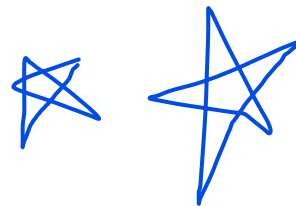


**NO.88** DreamHouse Realty wants to make sure an Opportunity has a field Expected\_Close\_Date\_c populated before it is allowed to enter the qualified stage.

How should an app builder solution this request?

- (A). Record Type
- (B). Validation Rule
- (C). Activity History
- (D). Page Layout

**Answer:** B



**NO.89** When a deal is closed- won, it has to be approved by the owner's manager prior to being added to the leaderboard for a quarterly sales competition. An opportunity is won on the last day of the quarter and the manager is on vacation.

What is recommended to ensure all of the appropriate deals are reviewed and the leaderboard is up to date?

- (A). Forward the approval request to the manager's assistant.
- (B). Set up a delegated approver for the manager
- (C). Have the manager log on and reassign the approval request
- (D). Use Process Builder to assign a delegated approver.

**Answer:** B



**NO.90** Universal Containers would like to automatically assign a specific permission set to new users. How can this requirement be met? Choose 2 Answers

- (A). Create an approval process on the User object to assign a permission set
- (B). Create a flow on the user object to assign a permission set.
- (C). Create a lightning process on the user object to launch a flow.
- (D). Create a workflow rule on the User object to assign a permission set.

**Answer:** C,D



**NO.91** DreamHouse Realty (DR) has a policy that requires the phone number on Contact to be deleted when the DoNotCall checkbox is checked.

What automation tool should the app builder recommend?

- (A). Quick action
- (B). Approval process
- (C). Validation rule
- (D). Workflow rule



**Answer:** C

**NO.92** Cloud Kicks has a sales rep who is stating that their **Contact is unavailable** for other users to see within Salesforce.

In which three ways can an app builder troubleshoot this issue?

Choose 3 answers

- (A). Create an Account Sharing Rule to give the users access to all records.
- (B). **Confirm whether Default Organization-Wide Sharing Settings** provide access to the Account.
- (C). **Review the Contact record** and ensure it is linked to an Account.
- (D). **Verify the users with the** issue have access to the Contact object.
- (E). Create a new Contact and have the users try again.

**Answer:** B,C,D

**NO.93** An app builder wants to create a custom **Sync button on** Account that will call a Lightning Web Component that connects with an external system. This action should only be available If the custom Status field is set to Ready to Sync.

What should an app builder use to add this functionality to an Account record page?

- (A). Formula field
- (B). **Dynamic action**
- (C). AppExchange product
- (D). Custom link

**Answer:** B

**NO.94** Universal Containers wants users to have access to the **pricing guidelines** document when viewing a **Contract** related to an Account.

What feature should an app builder use to create easy access to the document?

- (A). Quick Action on the Contracts object
- (B). Quick Action on the Account object
- (C). A custom detail page link on the Account object
- (D). A **custom detail** page link on the **Contract object**

**Answer:** D

**NO.95** When a sales rep submits an account for approval, Universal Containers wants the user to answer additional questions via a **popup window** to populate additional record fields.

What should an app builder use to achieve the desired result?

- (A). Process Builder and Flow
- (B). Lightning component and Process Builder
- (C). Custom picklist field and Process Builder
- (D). **Custom button and Flow**

**Answer:** D

**NO.96** An App Builder has been asked to integrate Salesforce with an external web service. The web service must be notified every time an Opportunity is Won. Which two can satisfy this requirement?

- (A). **Use a workflow rule and an outbound message**
- (B). Use a flow and an outbound message
- (C). **Use a process and Apex Code**



(D). Use a process and an outbound message

**Answer:** A,C

**NO.97** Ursa Major Solar wants to provide sales console users with an Incredible experience, with the most-used components **easily accessible at all times.**

What solution can enable reps to see and access these components from anywhere within the app without leaving the page where the team is working?

- (A). Favorites
- (B). Home page
- (C). Global actions
- (D). **Utility bar**

**Answer:** D



**NO.98** What should an app builder consider when choosing a template for a new Lightning record page?

- (A). The template is unable to be changed after the initial save.
- (B). To view the record page, users need "View All Data" permissions for the object.
- (C). A Page structure will automatically **adapt** to the device being used to view the record page.
- (D). Select a new template for each type of device users use to view the record page.

**Answer:** C



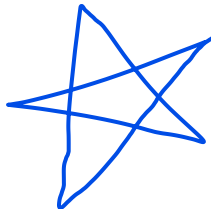
**NO.99** An app builder needs to deploy a new account detail page layout from sandbox to production.

Which three components should an app builder include in the Change Set to ensure it deploys successfully and visually as expected?

Choose 3 answers

- (A). **Detail page layout**
- (B). **Custom fields**
- (C). **Custom actions**
- (D). Lightning App Builder
- (E). System administrator profile

**Answer:** A,B,C



**NO.100** Universal Containers uses a private sharing model for opportunities. This model **CANNOT** be changed due to a **regional structure**. A new sales operations team has been created. This team needs to perform analysis on Opportunity data, all should have read and write access to all Opportunities. What are two recommended solutions for the app builder to give the users appropriate access?

Choose 2 answers

- (A). Create a criteria based sharing rule to all opportunities with the sales operations public group.
- (B). **Add a manual share for all opportunities** with each user on the sales operations team.
- (C). Add a permission set with "View All" and "Modify All" opportunity permissions enabled.
- (D). Create a criteria-based sharing rule to share all opportunities with the sales operations private group

**Answer:** B



**NO.101** An app builder is preparing to deploy a new app from the sandbox to production using

change sets.

What two considerations should an app builder keep in mind during this process?

Choose 2 answers

- (A). Salesforce Connect automatically establishes a link between environments.
- (B). **Change sets do not include all components** and may have to perform some changes manually.
- (C). Users should be logged out of production when receiving inbound change sets.
- (D). **Transactions will revert if** the deployment errors.

**Answer:** B,D

**NO.102** DreamHouse Realty (DR) employees started using company-owned **airplanes** for work travel after Ursa Major Solar was acquired. DR executives want to automate the submission travel request forms to enforce the Internal policy.

How should an app builder automate travel requests based on these criteria?

- (A). Process Builder
- (B). Workflow rule
- (C). **Approval process**
- (D). Apex

**Answer:** C

**NO.103** An app builder wants to add the option to '**Send New Email**' from Leads, Contacts and Accounts for users on mobile.

What is the benefit of using global actions to accomplish this?

- (A). **Global actions can be accessed anywhere** actions are pages, feed and Chatter groups,
- (B). Salesforce Lightning Component Library houses existing global actions prebuilt for use.
- (C). The global action's layout automatically clones the default page layout.
- (D). Global actions are record-specific and are available when searching that particular

**Answer:** A

**NO.104** Cloud Kicks works on an annual **subscription model**. When a sales rep marks an opportunity as closed won, a new opportunity should automatically be created for the renewal. The contracts team works outside of Salesforce but also needs to be notified about closed deals in order to initiate the contract process with the customer.

Which automation solution would meet these requirements?

- (A). Approval Process
- (B). Validation Rule
- (C). **Process Builder**
- (D). Workflow Rule

if OUTBOUND MESSAGE is available then choose that

**Answer:** C

**NO.105** Ursa Major Solar has a lookup relationship between a custom Galaxy\_\_c object and a custom Star\_\_c object. An app builder wants to create a roll-up summary field that counts the total number of **Star\_\_c** records related to each **Galaxy\_\_c** record.

How would the current configuration impact the ability to achieve the desired result?

- (A). The roll-up summary can be achieved by creating a formula field on the Galaxy\_\_c object.
- (B). **The lookup relationship will need** to be converted to a master-detail relationship before a roll-up summary field can be created.

- (C). The roll-up summary can be achieved by creating a formula field on the Star\_\_c object.  
 (D). A roll-up summary field will need to be created on the Galaxy\_\_c object with a field filter that select all related Star\_\_c records

**Answer:** B

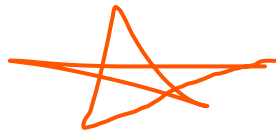
**NO.106** universal containers has several large customers that sell their products through dealers. Each customer and dealer has an individual rep who works directly with uc and each is billed separately. How can an app builder implement these requirements?

- (A). Create a single account record, add each rep as a contact and create a custom dealer object  
 (B). Create both customer and dealer as accounts, add each rep as a contact on the corresponding account and create an **account hierarchy**.  
 (C). Create a single parent record, add each rep as a contact to the parent account and add each dealer as a child record  
 (D). Create both customer and dealer as accounts, create account teams on each account and associate the dealer records with the parent account.

**Answer:** B

**NO.107** An app builder wants to create a **new field** using Schema Builder. Who will get access to the new field by default?

- (A). Standard profiles  
 (B). No profiles  
 (C). **Internal profiles**  
 (D). All profiles



**Answer:** C

**NO.108** Cloud Kicks is redefining its entire business process to convert the Manager Notes field from a long text area field. The goal is to encourage managers to be more concise in their comments and stay at 255 characters or less. There is preexisting information in the Manager Notes field that often is well beyond the character limit.

What would happen to any existing information if the app builder tries to convert a preexisting long text area field to text area?

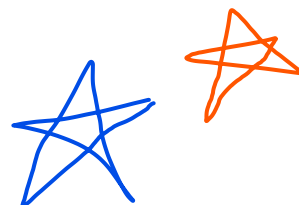
- (A). Preexisting information will **truncate** to the first 255 characters.  
 (B). Preexisting information will remain even if it was over 255 characters.  
 (C). Preexisting information will cause a -e-r0- -essace to poo up.  
 (D). Preexisting information in the field will be completely lost.

**Answer:** A

**NO.109** Which three options are available when activating a Lightning page from the Lightning App Builder?

Choose 3 answers

- (A). Assign the page to a combination of **apps and profiles**.  
 (B). Assign the page to a combination of apps and permission sets.  
 (C). Make the page the org **default**.  
 (D). Make the page the default homepage for specific roles.  
 (E). Make the page the default homepage for specific **apps**.



**Answer:** A,C,E

**NO.110** An app builder has created a new report type but users are unable to select it from the Report Type list when making a new report for records they own.

What could be causing this issue?

- (A). Access to the necessary object is unavailable.
- (B). The report type is in a status of Deployed.
- (C). Access to Create and Customize Reports is disabled.
- (D). The report type is in a status of In Development.

**Answer:** D

**NO.111** Universal Containers manages leads in a Lead qualification queue where sales reps can accept ownership of the Lead. Campaign members are required to have a sales owner.

What validation rule should an app builder configure?

- (A). AND( ISBLANK(Lead.Owner.Id) )
- (B). NOT(ISNEW() && ISBLANK(Lead.Owner.Queue.Id))
- (C). AND(ISNEW(), ISBLANK(Lead.Owner.User.Id))
- (D). NOT( ISBLANK(Lead.Owner.Queue.Id))

**Answer:** D

**NO.112** After a deal is closed, Cloud Kicks (CK) wants to assign a user as a customer service manager (CSM) in addition to the account owner and would like a new field to easily track and report which CSM is assigned to the Account.

Which solution should an app builder use for this request?

- (A). Multi-select picklist field
- (B). Picklist field
- (C). Lookup field
- (D). Text field

**Answer:** C

**NO.113** Cloud Kicks received a new requirement to calculate summaries from child objects of a standard object. The team would prefer to solve this declaratively.

What are two considerations an app builder should evaluate?

Choose 2 answers

- (A). An app builder is unable to change a lookup to a master-detail relationship.
- (B). An object can have up to two master-detail relationships.
- (C). A trigger on save or update can kick off calculations.
- (D). A value is required in all records of the lookup field prior to converting to a master-detail relationship.

**Answer:** A,B

**NO.114** Universal Containers has a single Contact Lightning record page. A component takes up a lot of room on the page and is NOT needed by users with a Marketing profile.

What should the app builder use to solve this Issue?

- (A). Detail page layouts
- (B). Component visibility filter
- (C). Field-level security



(D). AppExchange

**Answer:** B

**NO.115** Universal Containers has deployed custom tabs to Production via changes sets, without including the profile settings or permission sets.

What is the settings for the visibility of custom tabs?

- (A). Custom tabs are default off for all users.
- (B). Custom tabs are default on for all uses.
- (C). Custom tabs are hidden for all users.
- (D). Custom tabs are NOT deployed.

**Answer:** A

**NO.116** Universal Containers implemented an application process that uses custom objects **Internships and Applications**. The organization-wide default for **Internships** has been set to private and is the master in the master-detail relationship with Applications. The VP of HR wants to allow edit access to Applications to recruiters.

How should an app builder configure the proper access?

- (A). Set the organization-wide default on the Applications object to Read/Write.
- (B). Add a sharing rule that grants the users Read/Write access to the Internship records.
- (C). Create a queue for the web applications and assign access to the users who will be editing the records.
- (D). Create a sharing rule that grants the users Read/Write access to the Application records.

**Answer:** B

**NO.117** At Universal Containers, the Account object has a Master-Detail relationship with an Invoice custom object.

The App Builder would like to change to a lookup field, but is not able to do so. What could be causing this?

- (A). The invoice must have at least one Master-Detail field for reporting.
- (B). The Account record includes Invoice roll-up summary fields.
- (C). The Invoice records have existing values in the Account.
- (D). The Account is included in the workflow on the Invoice object.

**Answer:** B

**NO.118** An app builder wants to create a report to compare the number of support cases in each status (New, In-progress, or Closed) and by priority (Critical, High, Medium, or Low).

What solution should be used for the report?

- (A). Grouping
- (B). Bucket Columns
- (C). Custom Report Type
- (D). Filters

**Answer:** B

**NO.119** An app builder would like to streamline the user experience by reflecting summarized calculations of specific fields on various objects. Which field types could be used in roll-up summary fields to accomplish this?

Choose 3 answers

- (A). Currency
- (B). Percent
- (C). Date
- (D). Checkbox
- (E). Time

**Answer:** A,B,C

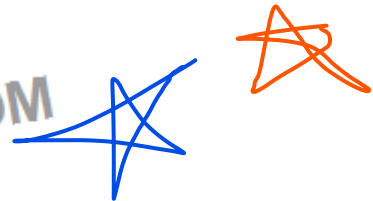


**NO.120** Sales reps at Universal Containers use Salesforce on their mobile devices. They want a way to **add new contacts quickly and then follow up later** to complete the additional Information necessary.

What mobile solution should an App Builder recommend?

- (A). Customize the mobile menu to move Contacts to the top.
- (B). **Build a global action to create Contacts.**
- (C). Add a compact layout to Contacts.
- (D). Use Path and set pre-defined values

**Answer:** B



**NO.121** Sales Managers want to be automatically notified any time there is a change to an Opportunity Close Date and want these changes to be tracked on the Opportunity.

Which two configurations should an app builder recommend?

Choose 2 answers

- (A). Create an Opportunity outbound message.
- (B). **Use Process Builder on Opportunities and a Chatter post action.**
- (C). Activate Historical Trending for Opportunities.
- (D). **Enable Feed Tracking on Opportunities.**

**Answer:** B,C



**NO.122** universal containers has **20 different** workflows on the opportunity object. To ensure that updates are processing properly for all field updates uc has the re-evaluate workflow rules after field change checkbox checked. Recently after adding a new workflow, users have reported receiving errors about workflow limits.

What should a app builder look at so address this?

- (A). Talk to a developer about apex code issues
- (B). Number of workflows per object limits
- (C). Workflows that cause each other to fire **back and forth recursively**
- (D). Workflows on other objects that are being re triggered

**Answer:** C



**NO.123** An app builder at DreamHouse Realty created a custom object which has fields containing data from two different objects via related lookups.

What is needed to create **"with" or "without" reports** on the new custom object?

- (A). Row-Level Formula
- (B). Report Bucket Field
- (C). Report Filters
- (D). **Custom Report Type**



**Answer:** D

**NO.124** Universal Containers uses a custom picklist field Account Region on the account record. They want this region to be reflected on all related contact records and stay in sync if the value of this field changes on the Account.

How should an app builder meet this requirement?

(A). Create a picklist field called 'Account Region' on Contact object > Create a workflow rule to update this picklist field if the Account Region field on the Account is changed.

(B). Create a formula field on the Contact object > Set the value of the formula to ISPICKVAL(Account.Account\_Region\_\_c).

(C). Create a formula field on the Contact object > Set the value of the formula to TEXT(Account.Account\_Region\_\_c).

(D). Create a text field called 'Account Region' on Contact object > Create a workflow rule to update this picklist field if the Account Region field on the Account is changed.

**Answer:** C

**NO.125** Cloud Kicks wants to summarize the number of open Cases related to an Account, as well as the number of closed Cases to indicate whether customer support utilization is high, medium, or low. Two number fields have been created: NUM\_Open\_Cases\_\_c and NUM\_Closed\_Cases\_\_c Which two automation solutions would meet these business requirements?

Choose 2 answers

(A). AppExchange

(B). Process Builder

(C). Workflow

(D). Apex

**Answer:** B,D

**NO.126** Cloud Kicks wants to display the number of opportunities that are Closed Won with a Close Date within the last year on the Account detail page.

Which tool should an app builder use to implement this?

(A). Process Builder

(B). Activity Timeline

(C). Roll-Up Summary Field

(D). Workflow Rule

**Answer:** A

**NO.127** Universal Containers needs the 18-digit record ID from Opportunity records when exporting data to Excel in order to ensure each record is treated uniquely.

What formula should an app builder use to create this new field?

(A). ISNUMBER(Id)

(B). CASESAFEID(Id)

(C). TEXT(Id)

(D). VALUE(Id)

**Answer:** B

**NO.128** A production org includes custom objects containing confidential Information. A sandbox h



needed that includes data records, excludes all of the confidential objects, and can be refreshed weekly the confidential objects, and can be refreshed weekly.

What steps should an App Builder take to meet these requirements?

- (A). Create a Full Sandbox and use a sandbox template
- (B). Create a Developer Pro Sandbox and schedule Data loader to download selected object data weekly.
- (C). **Create a Partial Copy Sandbox and use a sandbox template.**
- (D). Create a Developer Sandbox and schedule Data loader to download selected object data weekly.

**Answer: C**

**NO.129** Cloud Kicks (CK) captures all shipping information in a custom object called **Shipments\_\_c**. CK's app builder is tasked with creating an approval process to ensure department members can approve all overnight shipments.

Where should the app builder route the approval request?

- (A). Hierarchy field
- (B). Role
- (C). Public group
- (D). **Queue**

**Answer: D**

**NO.130** Universal Containers created a **'New Task'** custom action on the Opportunity object. The action was added to all page layouts in the Mobile & Lightning Actions section.

Which Lightning component should the app builder add to the layout to display the action?

- (A). Related record
- (B). Related lists
- (C). Highlights panel
- (D). **Activities**

**Answer: D**

**NO.131** Universal Containers (UC) has a **time-sensitive** need for a custom component to be built in **4 weeks**; UC developers require additional enablement to complete the work and are **backlogged** by several months.

Which option should an app builder suggest to meet this requirement?

- (A). **Use an AppExchange solution.**
- (B). Build a screen flow page.
- (C). Build a Lightning record page.
- (D). Use a Boit solution

**Answer: A**

**NO.132** Universal Containers has Public Read/Write as the Account organization-wide default **(OWD) setting**. Visitors to the customer community site report that they can see all of the company's account records.

How should an app builder configure Account sharing so that community users only see their own Account?

- (A). Create an account record type for external accounts.
- (B). Define an owner-based sharing rule for external accounts.

- (C). Define a permission set for external accounts.  
 (D). Set the account external OWD to private.

**Answer:** D

**NO.133** An app builder has created a change set and deployed a report from their development sandbox for User Acceptance Testing. When the app builder runs the report, no data is returned. What can be a reason for this?

- (A). Reports have to be deployed with Salesforce DX.  
 (B). Reports have to be manually re-created in each environment.  
 (C). Data is deployed when added to a change sets.  
 (D). Data is unable to be deployed with change sets.



**Answer:** D

**NO.134** A new app builder on the Cloud Kicks team is getting familiar with relationships in the data model.

What functionality would present the app builder a comprehensive view of all relationships in one place?

- (A). Schema Builder  
 (B). Lightning Object Creator  
 (C). Object Manager  
 (D). Lightning Record Page



**Answer:** A

**NO.135** What are two capabilities of Schema Builder? Choose 2 answers

- (A). Editing custom settings  
 (B). Creating a new record type  
 (C). Showing selected objects on a page  
 (D). Viewing page layouts in a new window

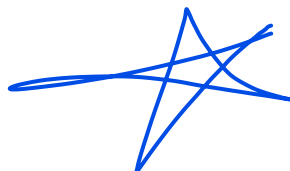


**Answer:** C,D

**NO.136** DreamHouse Realty wants to track how many lifts are being installed into customer garages. The To Be Installed custom checkbox field on the custom Lift object should be checked and an external system should be notified via an outbound message the next day when a lift is sold.

What automation tool should be used to complete this task?

- (A). Approval process  
 (B). Workflow  
 (C). Flow  
 (D). Process Builder



**Answer:** B

**NO.137** Nickname\_\_c is a custom text field on a contact record that is utilized to override the contact name appearing on an email template. This field is not required and is not always filled in. Which formula should an app builder use to select the contact's preferred name for email communications?

- (A). IF(NOT(ISBLANK(Nickname\_\_c)),Nickname\_\_c,FirstName)  
 (B). IF(TEXT(Nickname\_\_c), Nickname\_\_c,FirstName)  
 (C). IF(ISNULL(Nickname\_\_c),Nickname\_\_c,FirstName)



(D). IF(NOT(BLANKVALUE(Nickname\_\_c)),Nickname\_\_c, FirstName)

**Answer:** A

**NO.138** Cloud Kicks has three types of customer support processes: Platinum, Diamond, and Bronze. The app builder created separate record types for each process on the Case object. The customer support team should be unable to create new cases with the Bronze record type.

How should this requirement be met?

- (A). Update the organization-wide defaults to private for Case.
- (B). Update the support team profile to remove the Bronze record type.
- (C). Create permission set group for Case that includes Platinum and Diamond record types.
- (D). Make the record type hidden to support users; update sharing roles to private.

**Answer:** C

**NO.139** Universal Containers uses Contracts for agreements with customers. A sales manager is required to provide approval for contracts and director approval for any contract over \$10,000. Which two options should an app builder use to ensure all contracts route for the correct approval and also prevent the sales rep from making changes to the record while it is being approved?

Choose 2 answers

- (A). Create an approval process on the Contract object with criteria set on a second approval step set as 'Amount\_\_c > 10,000' and set the approver as director.
- (B). Create an approval process on the Contract object and set the field for 'Next Automated Approver Determined By' as Manager'.
- (C). Create a validation rule on the Contract object that prevents updates to the contract record while it is being reviewed.
- (D). Create an approval process on the Contract object with one step for each sales manager that sets the approver as the director.

**Answer:** B,D

**NO.140** What are the limitations of Schema Builder when creating a custom object?

- (A). "Save" should be clicked each time a new object, field, or relationship is created.
- (B). Fields and relationships can be created, but they will be unable to add the fields to the page layout from the canvas.
- (C). Relationships can be made to any custom objects, but any relationships to standard objects should be built in Lightning Object Manager.
- (D). Custom fields can be added to any custom objects, excluding formula field types.

**Answer:** B

**NO.141** Cloud Kicks (CK) is finding sales reps are inconsistent in data entry when deals are won. CK requires that custom shoes are shipped within two weeks after the close date. A custom field called Scheduled Ship Date on the opportunity records the ship date. How should the app butler ensure this field is properly filled out before setting the opportunity to closed won?

- (A). OR(ISPICKVAL( StageName, "Closed Won") && ( Scheduled\_Ship\_Date\_\_c-CloseDate)>14,ISBLANK(Scheduled\_Ship\_Date\_\_c))
- (B). OR(ISPICKVAL( StageName = "Closed Won") && ( Scheduled\_Ship\_Date\_\_c- CloseDate ) > 14,ISBLANK(Scheduled\_Ship\_Date\_\_c))

- (C). `ISPICKVAL( StageName , "Closed Won") && ( Scheduled _Ship_Date_c - CloseDate ) > 14`  
 (D). `ISPICKVAL( StageName = CloseDate ) > 14,losed Won") && ( CloseDateScheduled _Ship_Date_c ) > 14`

**Answer:** A

**NO.142** An app builder is creating a Lightning record page and has added Mobile & Lightning Actions to the page layout.

What two components could be included on the layout to display the actions?

Choose 2 answers

- (A). **Highlights panel**  
 (B). Chatter  
 (C). **Activities**  
 (D). Path

**Answer:** A,C

**NO.143** A custom field on an account is used to **track finance information** about a customer. Only members of the Finance Team have access to this field. However, the business wants to allow one customer service agent, who is assigned the customer service profile, read-only access to this field for special circumstances. What is the recommended solution to grant the customer service agent access to the field?

- (A). Create a **permission set** that allows **read-only** access to the field via Field Level Security and assign it to the agent.  
 (B). Create a new profile to allow for read-only access to the field via Field Level Security and assign it to the agent  
 (C). Update the Customer Service Profile already assigned to the agent to allow for read-only access to the field via Field Level Security  
 (D). Update the custom field's Field Level Security in setup to allow the agent read-only access to the field.

**Answer:** A

**NO.144** An app builder has been to display an overdue date that is two months after a task's due date. Which approach should the app builder take?

- (A). Use process builder and set overdue date equal to  $\text{DueDate} + ((365/12) * 2)$   
 (B). Create a formula field using  $\text{DueDate} + 60$   
 (C). Use process builder and set overdue Date equal to  $\text{DueDate} + 60$   
 (D). Create a formula field using the **ADDMONTHS () function**



**Answer:** D

**NO.145** Universal Containers uses a custom object **called Reviews to capture** information generated by interviewers during the candidate process. The Review records are visible to any user that has access to the related custom Candidate record. The VP of Human Resources wants the comment field on the Review to be private to anyone outside of the MR department. How should the app builder meet this requirement?

- (A). Create a page layout with the field and use field-level security to **hide** the field from all other users.  
 (B). Create an Apex sharing rule to share the field with users that have "MR" in their role.



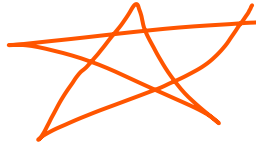
- (C). Create a sharing rule to share the field with the VP of HR with Role and Subordinates.  
 (D). Create a page layout with the field for HR users and another page layout without the field for all other users.

**Answer:** A

**NO.146** Universal Containers wants to match Opportunity data from Salesforce to the records in a financial database.

What is required to configure an indirect lookup relationship in Salesforce between the Salesforce Opportunity records and those in a financial database?

- (A). Salesforce Record ID  
 (B). TEXT(Id)  
 (C). External ID  
 (D). CASESAFE(Id)

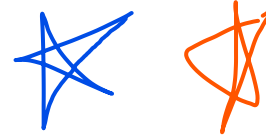


**Answer:** C

**NO.147** Universal Containers wants to improve the process to create Opportunity records related to an Account. Many fields can be populated based on the Account record. Some fields require input from the user.

What should an app builder configure to meet the requirement?

- (A). Process Builder triggered from Opportunity update  
 (B). Quick Action on the Account object  
 (C). Quick Action on the Opportunity object  
 (D). Process Builder triggered from Account update



**Answer:** B

**NO.148** The CRM Manager at Universal Containers has requested that a custom text field be converted to a picklist in order to promote better data hygiene. What needs to be considered before changing the field type? Choose 2 answers

- (A). Existing list views that reference the field may be deleted.  
 (B). Field references will be removed in Visualforce pages  
 (C). All data should be backed up before converting a text field.  
 (D). Changing a field type will remove existing field history.



**Answer:** A,C

**NO.149** An app Builder creates an Account validation rule on the Industry field that will throw an error if the length of the field is longer than 6 characters. Another App Builder creates a workflow rule with a field update that sets the Industry field to Technology whenever the Billing City field is set to San Francisco. What will happen the next time a sales person saves an Account with a Billing City of San Francisco?

- (A). The record will save and the Industry field will change to Technology  
 (B). The record will not save and the validation rule's error message will be displayed  
 (C). The record will not save and no error message will be displayed  
 (D). The record will save but the Industry field will not change to Technology

**Answer:** A

**NO.150** What are two reason to create an unmanaged package? Choose 2 answers



- (A). Distributing open-source projects on the AppExchange.  
 (B). Publishing an application for sale on the AppExchange.  
 (C). Deploying from a Developer Edition environment.  
 (D). Distributing upgradeable components to other Salesforce orgs.

**Answer:** A,D

**NO.151** Universal Containers has two types of applicants, hourly and salary. There are separate record types for each.

While all members of the human resource department need to be able to view all applicant records, only the hiring Manager and VP of HR should be able to create salary applicant records.

What should the app builder recommend to meet this requirement?

- (A). Update the org-wide default to private and create a sharing rule for the role of recruiting manager.  
 (B). Create a **permission set** containing the **salary** record type and assign it to the **appropriate users**.  
 (C). Remove "create" permission for the salary applicant object for everyone except the manager and VP.  
 (D). Configure the hourly record type as the default and instruct non-management users to accept the default record type.

**Answer:** B

**NO.152** Universal Containers would like to collaborate with its customers within Salesforce, and has decided to enable the "Allow Customer Invitations" Chatter setting. What permission is granted to Customers when invited to Chatter Group?

- (A). The ability to invite members to groups of which they are a member  
 (B). The ability to @mention accounts of which they are a contact.  
 (C). The ability to request access to public groups  
 (D). **The ability to interact with members of their groups**

**Answer:** D

**NO.153** At Universal Containers, the VP of Service has requested a visual indicator flag on each case, based on the case priority. High-priority cases should be flagged red, medium-priority should be flagged yellow, and low-priority cases should be flagged green. Which formula would accomplish this requirement? Choose 2 answers

- (A). CASE(Priority, "Low", "img/samples/flag\_green.gif", "Medium", "img/samples/flag\_yellow.gif", "High", "img/samples/flag\_red.gif", "/s.gif")  
 (B). **IMAGE( IF(ISPICKVAL(Priority, "Low"), "img/samples/flag\_green.gif", IF(ISPICKVAL(Priority, "Medium"), "img/samples/flag\_yellow.gif", IF(ISPICKVAL(Priority, "High"), "img/samples/flag\_red.gif"))), "Priority Flag")**  
 (C). IF(ISPICKVAL(Priority, "Low"), "img/samples/flag\_green.gif", IF(ISPICKVAL(Priority, "Medium"), "img/samples/flag\_yellow.gif", IF(ISPICKVAL(Priority, "High"), "img/samples/flag\_red.gif", "/s.gif")))  
 (D). **IMAGE(CASE(Priority, "Low", "img/samples/flag\_green.gif", "Medium", "img/samples/flag\_yellow.gif", "High", "img/samples/flag\_red.gif", "Priority Flag"))**

**Answer:** B,D

**NO.154** The Director of Marketing at Northern Trail Outfitters wants the app builder to create a



formula field that tracks how many days have elapsed since a contact was sent a marketing communication. The director is only interested in whole units.

Which function should be used to return a date for calculating the difference?

- (A). DATETIMEVALUE()
- (B). **TODAY()**
- (C). DATEVALUE()
- (D). NOW()

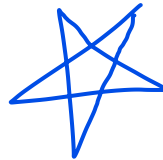
**Answer:** B

**NO.155** Cloud Kicks has leads owned by users and queues. The sales manager wants the status to change to working when a user takes ownership.

What does an app builder need to have in the criteria to ensure the process runs without error?

- (A). BEGINS([Lead].OwnerId, „005")
- (B). [Lead].Owner:User.Role Is Null = False
- (C). [Lead].Owner:Queue.OwnerId Is Null = True
- (D). **NOT(ISBLANK([Lead].OwnerId))**

**Answer:** D



**NO.156** Which opportunity standard field is available to be configured directly? Choose 3

- (A). Forecast category
- (B). **Stage**
- (C). **Lead source**
- (D). **Type**

**Answer:** B,C,D

**NO.157** The VP of Sales wants a Chatter post to the All-Sales private group when an opportunity goes to the closed won stage.

What two tools should the app builder use to automate this process? Choose 2 answers

- (A). **Flow**
- (B). **Process Builder**
- (C). Big Deal Alert
- (D). Workflow

**Answer:** A,B

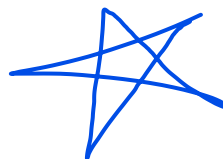
**NO.158** Service agents at Ursa Major Solar want a more **condensed case view**. Service agents also want to be able to modify the associated contact and account records from the case page layout on the Lightning record page.

Which two components should an app builder use to meet these requirements?

Choose 2 answers

- (A). Path
- (B). Rich text
- (C). **Related record**
- (D). **Tabs**

**Answer:** C,D



**NO.159** A Cloud Kicks employee submitted an opportunity for approval by their manager.



What would happen if the employee attempts to edit the description field after submission?

- (A). User will be presented with a 'Record Lock' notification.
- (B). User will be able to edit the description field only.
- (C). User will see the record is now owned by their manager.
- (D). User will be able to edit the name, but unable to edit the description.

**Answer:** A

**NO.160** Universal Containers would like to embed a chart of all related Opportunities, by stage, on the Account detail page. Which type of report should the App Builder create to add to the Account page layout?

- (A). A summary report on the Opportunity object.
- (B). A summary report on the Account object.
- (C). A tabular report on the Account object.
- (D). A tabular report on the Opportunity object.

**Answer:** A

**NO.161** Which two places can an app builder go to see a list of available Custom Lightning components in their org?

Choose 2 answers

- (A). Visualforce components in Setup
- (B). Lightning component Generator
- (C). Lightning App Builder
- (D). Lightning components in Setup

**Answer:** C,D

**NO.162** Universal Containers wants to display the real-time stock price for each Account on the Account record page.

How should an app builder implement this request?

- (A). Create a Lightning Web Component.
- (B). Install a solution from the AppExchange.
- (C). Build a Flow that uses API calls.
- (D). Use a scheduled Apex job.

**Answer:** B

**NO.163** The Director of customer service wants to receive a notification when a case stays in the "new" status for more than four business hours.

Which two automation processes should be used to accomplish this?

Choose 2 answers

- (A). Escalation rules
- (B). Flow Builder
- (C). Process Builder
- (D). Scheduled Apex

**Answer:** A,C

**NO.164** Cloud Kicks (CK) wants to begin socializing and collaborating within Salesforce around customer accounts to discuss various topics. CK would like all company employees to see these

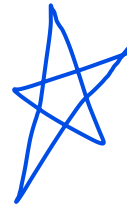
conversations.

Which two features of Chatter would meet CK's business needs?

Choose 2 answers

- (A). Set up new private Chatter groups.
- (B). Set up **new public Chatter** groups.
- (C). **Use post action on the Account** object.
- (D). Use Chatter actions to create tasks to complete.

**Answer:** B,C



**NO.165** At Universal Containers, each **admin and developer use a separate developer pro sandbox.** Configuration and code are then migrated to a partial data sandbox for combination and initial testing. Once approved the configuration and code are then migrated to a full sandbox for final toad and regression testing before going to production.

When should the full sandbox be refreshed?

- (A). After user acceptance testing is complete.
- (B). **After each push** from the **partial data sandbox.**
- (C). After each major release to production.
- (D). After a new user is added to production.

**Answer:** B

**NO.166** Universal Containers has a customer base where many customers have the same or similar company names.

Which functionality should be configured to improve an end user's search experience?

Choose 2 answers

- (A). Update the account search layouts view filtersettings.
- (B). Update the account **search layouts** **search results** columnsdisplayed.
- (C). **Update the account search filter fields.**
- (D). Update the account search layouts accounts tab columns displayed.

**Answer:** B,C



**NO.167** At Ursa Major Solar there is a requirement for a new field **called Planet Details** on the Planet object where users can write detailed descriptions that can include pictures and links.

What field type should the app builder utilize to fulfill this requirement?

- (A). **Long Text Area**
- (B). Rich Text Area
- (C). Multi-Select Picklist
- (D). URL

**Answer:** A

**NO.168** Universal containers wants to display the **real time stock** price for each account on the account record page.

How should an app builder implement this request?

- (A). Add a dynamic report to the page layout
- (B). Create a lightning web component
- (C). **Install a solution from the appexchange**
- (D). Build a visual flow that users API calls

**Answer:** C

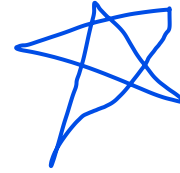
**NO.169** A user is unable to use **inline editing on a list view**. A quick check verifies the user should be able to perform inline editing as they have been assigned the appropriate permissions.

Which two conditions should the app builder review?

Choose 2 answers

- (A). If the list view **restricts sharing for the user**
- (B). If the list view selected is the recently viewed list view
- (C). If the list view contains a chart created by the user
- (D). If the list view contains **more than one record type**

**Answer:** A,D

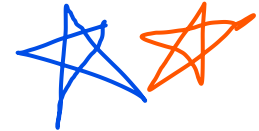


**NO.170** Universal Containers has a Lightning record page that supports **both the mobile app and desktop**. An app builder has downloaded a custom Lightning component from AppExchange, but users are unable to view the component on mobile devices.

What can be the issue?

- (A). The record page needs to be activated.
- (B). **The component has been developed for Desktop Pages.**
- (C). The component needs to be activated.
- (D). The record page template is unable to support mobile devices.

**Answer:** B



**NO.171** A recently refreshed partial sandbox at Cloud Kicks has no data in the custom object Shipping. Checking in production, there are two million rows of data in the object.

What could be the reason the data is missing?

- (A). The sandbox was refreshed too early.
- (B). **The selected objects in the sandbox template.**
- (C). The Partial sandbox is at capacity.
- (D). The sandbox is still populating data.

**Answer:** B



**NO.172** Universal Containers wants some enhancements on its Opportunity page layout to improve **efficiency and collaboration**.

Which two solutions should an app builder suggest to help meet these requirements?

Choose 2 answers

- (A). **Mark stage dependent fields as required** on the Opportunity page layout.
- (B). Use two Tabs components to separate record information from activities.
- (C). **Add a Path component with fields and instructions aligning** to stages on the Opportunity.
- (D). Set up an approval process requiring manager consent at each stage of the Opportunity.

**Answer:** A,C

**NO.173** Universal Containers is expecting impacts to operations due to increased demand. The executive team will be reaching out to current customers and want to see the **number of open cases** for the account and parent account.

Which two tools could an app builder combine to display the number of open cases on the account page?

Choose 2 answers

- (A). Approval Process
- (B). Flow
- (C). **Workflow**
- (D). **Process Builder**

**Answer:** C,D

**NO.174** Cloud Kicks asked the app builder to insert a list of **25,000 records** using deduplication for the **Race\_Track\_\_c** custom object.

Which tool should be used?

- (A). **Import Wizard**
- (B). Lightning Object Creator
- (C). Data Loader
- (D). Schema Builder

**Answer:** A

**NO.175** Which three Salesforce functionalities are ignored when processing field updates in workflow rules and approval processes?

- (A). **Multiple currencies**
- (B). Field-Level Security
- (C). Validation Rules
- (D). **Record type picklist value assignments**
- (E). **Decimal places and character limits**

**Answer:** A,D,E

**NO.176** Universal Containers conduct **evaluations of** their sales reps using a custom object consisting of numerical scores and executive comments. The company wants to ensure that only the sales reps, and their manager's executive can view the rep's evaluation record but the reps should not be able to view the executive comment field on their review. How can these requirement be met?

- (A). Use a private sharing model granting record access using hierarchy; manage field access with record types and field-level security
- (B). Use a private sharing model granting record access using custom setting; manage field access with page layouts and field level security
- (C). Use a private sharing model granting record access using **hierarchy**; **manage field access with field-level security**
- (D). Use a private sharing model granting record access using custom setting; manage field access with record types and page layouts

**Answer:** C

**NO.177** The marketing team at UVC has a list of 400 leads it wants to upload to Salesforce. The team need to avoid creating duplicate records. Which two actions should be taken to meet this requirement? Choose 2 answers

- (A). Utilize a Lead Matching Rule and corresponding Duplicate Rule **to block newly created duplicate leads.**
- (B). Upload the lead list using the **import wizard** and select a Matching type **to prevent duplicate lead**

creation.

(C). Use Data Loader's update function to import lead and match to existing records based on e-mail address.

(D). Enable Duplicate Matching in the Data Management section in Setup and activate the Lead-to-Lead scenario.

**Answer:** A,B

**NO.178** A new field has been added to the Applicant object that is part of an unmanaged package. A recruiter ran the Position with or without Applicants report and noticed that the new field was missing as an option to add as a column.

How should an app builder troubleshoot this issue?

(A). Adjust the field level security to include in the report type.

(B). Check Allow Reports for the position and applicant objects.

(C). Add the field to the custom report type field layout.

(D). Update the profile with the Manage Public Reports permission.

**Answer:** C

**NO.179** An app builder received a request to extend record access beyond the organization-wide defaults configured.

Which two features satisfy this requirement?

Choose 2 answers

(A). Sharing Rules

(B). Public Groups

(C). Permission Set Groups

(D). Manual Sharing Rules

**Answer:** A,B

**NO.180** Universal Containers uses a custom picklist called Account\_Region\_\_c on the Account object. The vice president of sales has asked that the value of this field is visible on Opportunities. How should an app builder create this solution?

(A). Lookup field

(B). Field-level security

(C). Field history tracking

(D). Cross-object formula field

**Answer:** C

**NO.181** Universal Containers has a new custom object for Invoices that includes an InvoiceNumber field. Before the Invoice object can be used, invoices will be migrated from an external system maintaining their current InvoiceNumber. After the migration, salesforce will be the system of record and each new Invoice created in Salesforce must have a unique InvoiceNumber.

How should the app builder configure the InvoiceNumber field?

(A). Create a Text field for the original InvoiceNumber and an AutoNumber field for the Salesforce InvoiceNumber.

(B). Create a Text field and mark it as a unique external ID field.

(C). Create a Text field, then change it to AutoNumber after the migration.

(D). Create an AutoNumber field and migrate the Invoices

**Answer:** B

**NO.182** Properly installing **managed packages** helps **prevent conflicts** with customizations made by customers and partners.

What functionality should be used to set up packages?

- (A). Description
- (B). Allow sharing
- (C). Help setting
- (D). **Namespace**



**Answer:** D

**NO.183** An app builder has deployed a change set from a sandbox to production. There is a long **delay in the deployment**.

What can be causing the delay?

- (A). Profiles are included in the change set.
- (B). **A field type change** is included in the change set.
- (C). Dependent fields are included in the change set.
- (D). Roles are included in the change set.



**Answer:** B

**NO.184** Northern Trail Outfitters uses a custom object to track travel requests. **Rangers** want to have automatic posts on a record whenever a travel request has been approved.

Which feature should be used to accomplish this?

- (A). Auto-response rule
- (B). Workflow rule
- (C). **Feed tracking**
- (D). Feed quick action

**Answer:** C

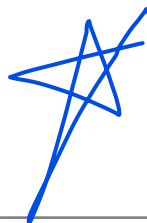
**NO.185** Universal Containers (UC) wants to delete data in several fields for **5000 lead records**. UC export the selected record IDs and fields that need to have data deleted in a csv file. Which two steps should an app builder suggest to meet these requirements? Choose 2 answers

- (A). Select the correct record type
- (B). Use import Wizard to update leads using the CSV file
- (C). Select insert **null values** in settings.
- (D). Use **Data Loader to update** leads using the CSV file



**Answer:** C,D

**NO.186** Ursa Major Solar (UMS) has a custom object where they track Galactic Vendors. The object has four custom fields for the Galactic Vendors's location:



Street (Street\_\_c)  
 City (City\_\_c)  
 Planet (Planet\_\_c)  
 Galaxy (Galaxy\_\_c)

The UMS's leadership wants these fields to be concatenated into a single formula field on two lines. Which formula fulfills this requirement?

A)

Street & BR() &  
 City & ", " & Planet & " " & Galaxy

B)

Street  
 City, Planet Galaxy

C)

Street\_\_c & BR() &  
 City\_\_c & ", " & Planet\_\_c & " " & Galaxy\_\_c

D)

Street\_\_c  
 City\_\_c, Planet\_\_c Galaxy\_\_c

(A). Option A

(B). Option B

(C). Option C

(D). Option D

**Answer:** C

**NO.187** Sales reps at Universal Containers create multiple quotes per opportunity.

What automation tool should an app builder recommend to delete rejected quotes?

(A). Approval process

(B). Validation rule

(C). Workflow rule

(D). Flow

**Answer:** D

**NO.188** Universal Container wants customers to be able to open cases from a public-facing website.

What should the app builder use to enable visitors to the website?

(A). Outbound message

(B). Web-to-case

(C). Screen flow

(D). Email-to-case





**Answer:** D

**NO.189** An app builder has a custom component they want to make available on the utility bar, but the component is unavailable.

How should the component be tagged?

- (A). For use on record pages.
- (B). For use in Lightning App Builder.
- (C). For use on the utility bar.
- (D). For use in App Manager.

**Answer:** B

**NO.190** A new custom object is being created with a private sharing setting. The business wants to share individual records with specific people or group of people on a case by case basis. What options does the business user have to manually share individual records? Choose 3 answers

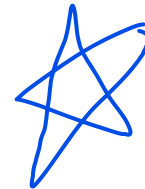
- (A). Public Groups
- (B). Permission Sets
- (C). Roles
- (D). Profiles
- (E). Users



**Answer:** A,C,E

**NO.191** An App Builder wants to deploy a new version of an auto launched flow to production in an active state so that the new functionality is immediately available to users. What should the App Builder take into consideration when planning the deployment?

- (A). Verify there is an Apex test that provides test coverage for the Flow.
- (B). Grant user access to the Flow.
- (C). Manually activate the Flow after deployment
- (D). Include the Process Builder calling the Flow in the deployment

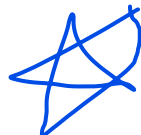


**Answer:** A

**NO.192** Cloud Kicks wants to start tracking how many shoe subscriptions have been sold for each shoe catalog. A master-detail relationship exists between the Subscription\_\_c and the Shoe\_\_c objects.

Which type of field should an app builder create?

- (A). Roll-up summary field
- (B). Lookup field
- (C). Master-detail relationship field
- (D). Number field

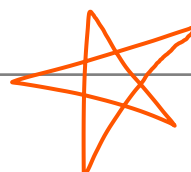


**Answer:** A

**NO.193** When an opportunity is closed date is pushed more than 30 days, manager approval is required. An approval process is in place but reps frequently forget to submit for approval to run the process.

How can an app builder ensure that these opportunities are submitted into the approval process?

- (A). Change the entry criteria on the approval process to criteria are met and lock the record on initial submission.



- (B). Use a validation rule and an email alert to the manager requesting approval.
- (C). Submit the record for approval from an automated process.
- (D). Give the manager the "API Enabled" permission to permit approval responses by email.

**Answer:** C

**NO.194** The finance manager at Universal Containers wants to receive a new business notification email each time a new client is won. The sales manager wants to receive a task letting them know to onboard the new client unless it is a top-tier client.

Which automation tool should an app builder use to best address all these requests?

- (A). Record-triggered flow
- (B). Screen flow
- (C). Apex
- (D). Approval process

**Answer:** A



**NO.195** The app builder at Ursa Major Solar has just created a master-detail relationship between a parent object Galaxy\_\_c and child object Star\_\_c.

What would be the effect of creating this type of relationship if users want to report on Galaxy\_\_c with Star\_\_c?

- (A). A Star\_\_c report type with Galaxy\_\_c as a field will be automatically created.
- (B). A new custom report type will need to be created for Star\_\_c with lookup fields from Galaxy\_\_c.
- (C). A Galaxy\_\_c with Star\_\_c report type will be automatically created.
- (D). A new custom report type will need to be created for Galaxy\_\_c with Star\_\_c.

**Answer:** D

**NO.196** An app builder installed a custom Lightning component from AppExchange and has deployed My Domain.

What should be done next in order to configure the component for use in a record page?

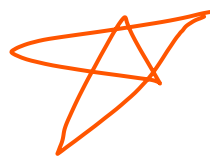
- (A). Edit a record page using Lightning App Builder > Drag the component onto the page.
- (B). Edit a record page using the Page Layout editor > Drag the component onto the page.
- (C). Edit a record page using the Page Layout editor > Drag the Visualforce component onto the page.
- (D). Edit a record page using App Manager > Drag the component onto the page.

**Answer:** A

**NO.197** Ursa Major Solar is ramping up the sales team to meet increased demand. As part of the short ramp up for these new reps, the manager wants to provide a help guide to enable reps to easily get help where needed during the different sales processes.

Which solution should an app builder recommend?

- (A). Flow
- (B). Journey Builder
- (C). Chatter Publisher
- (D). Path



**Answer:** D

**NO.198** The DreamHouse Realty (DR) service manager has asked for some improvements in case management to enforce process compliance so that cases are unable to be reverted to an earlier

**case status**, and to ensure that certain fields are required when specific case criteria are met.

What solution should an app builder implement to meet these requirements?

- (A). Workflow Rules
- (B). Process Builder
- (C). **A Validation Rules**
- (D). Activities Component

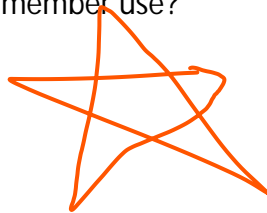
**Answer:** C

**NO.199** DreamHouse Realty is rethinking its sandbox utilization strategy after acquiring Cloud Kicks. The Salesforce **COE already utilizes a** partial and a full sandbox, which it refreshes on their own regular schedules. Teams are expanding and have to begin each of their small projects in a sandbox before committing to the larger pool for collaborative testing while still keeping costs down.

What type of sandbox should each team member use?

- (A). Full sandbox
- (B). **Developer sandbox**
- (C). Developer pro sandbox
- (D). Partial sandbox

**Answer:** B



**NO.200** An app builder at Universal Containers has been asked to add the Chatter feed to a custom object record page.

Which approach should the app builder use?

- (A). **Add the standard Chatter feed component.**
- (B). Add the standard related list component
- (C). Add a custom Chatter feed component
- (D). Add the Chatter feed component from the AppExchange.

**Answer:** A

**NO.201** Northern Trail Outfitters wants the field sales team to only see the accounts that they own. Separate North American and European marketing teams should only see accounts in their respective regions. The inside sales team needs to see all accounts in Salesforce.

How can this be accomplished?

- (A). Set the Organization-Wide Default to Public for accounts. Create criteria-based sharing rules for each marketing team, and create an Inside Sales Team permission set with the "View All" setting for accounts,
- (B). Set the Organization-Wide Default to Public for accounts. Create profiles for each marketing team, and create an Inside Sales Team role that is at the top of the Role Hierarchy
- (C). Set the Organization-Wide Default to **Private** for accounts. Create **criteria-based sharing** rules for each marketing team, and create an Inside Sales Team profile with the "View All" setting for accounts.
- (D). Set the Organization-Wide Default to Private for accounts. Create permission sets for each marketing team, and create an Inside Sales Team profile with the "View All" setting for accounts.

**Answer:** C



**NO.202** Ursa Major Solar wants to see the Type field from the parent object Galaxy listed on the child record Star. The app builder is receiving an error stating "Picklist values are only supported in

certain functions".

What formula should an app builder use to achieve the desired result?

- (A). ISPICKVAL(Galaxy\_\_r.Type\_\_c)
- (B). VALUE(Galaxy\_\_r.Type\_\_c)
- (C). TEXT(Galaxy\_\_r.Type\_\_c)
- (D). FIND(Galaxy\_\_r.Type\_\_c)



**Answer:** C

**NO.203** An app builder has modified a Lightning record page for a case and has added an email button item to the page layout; however, users are unable to see the new item on the layout.

What are two potential reasons why users are unable to view the item on the Case Lightning record page?

Choose 2 answers

- (A). The page layout includes the case feed component.
- (B). The email button contains JavaScript.
- (C). The case page layout also contains custom buttons.
- (D). The page layout excludes the case feed component.

**Answer:** B,D

**NO.204** Accounts at Universal Containers are currently readable by all users but editable only by their owners.

Management wants to designate some Accounts as VIP Accounts. Only Account owners should have read access to these VIP accounts.

Which two actions should an app builder take to meet the requirements?

Choose 2 answers

- (A). Implement a sharing rule.
- (B). Configure a permission set.
- (C). Set up an Account Team.
- (D). Change organization-wide defaults.



**Answer:** A,C



**NO.205** Universal Containers utilizes opportunities and a custom object called Detailed.Sales\_\_c.

The company would like to roll sales metrics up to an opportunity for only Detailed.Sales\_\_c records that have their picklist status set to Active.

What is the recommended method for the app builder to achieve this request?

- (A). Utilize the AppExchange to download a third-party application that can roll up the sales dollars with the appropriate filter.
- (B). Create a master-detail relationship between the parent and child object with a roll-up summary field that filters on the status field.
- (C). Create a lookup relationship between the parent and child object with a roll-up summary field that filters on the status field.
- (D). Utilize Apex code to roll up the desired amounts.



**Answer:** B

**NO.206** Cloud Kicks wants to make sure that users without the Marketing role are unable to update the Contact Retail Opt In picklist field to Yes.

What validation rule would an app builder use to prevent other users from making this update?

- (A). **AND( \$UserRole.Name != 'Marketing', ISCHANGED(Retail\_Opt\_In\_\_c), ISPICKVAL(Retail\_Opt\_In\_\_c, "Yes") )**
- (B). AND( \$UserRole.Name != 'Marketing', Retail\_Opt\_In\_\_c = "Yes" )
- (C). AND( \$UserRole.Name = 'Marketing', ISPICKVAL(Retail\_Opt\_In\_\_c, "Yes") )
- (D). AND( \$UserRole.Name = 'Marketing', Retail\_Opt\_In\_\_c = "Yes" )

**Answer:** A

**NO.207** The Recruiting team at AW Computing captures the job acceptance and date of hire of a candidate on the Job Application custom object. Once the candidate accepts the recruiter's job offer, the date of hire should be entered and not be changed on subsequent record edit.

Which validation formula should the app builder use?

- (A). **NOT(ISBLANK(Job\_Accepted\_c)) && ISCHANGED(Hire\_Date\_c)**
- (B). (ISBLANK(Job\_Accepted\_c) || NOT(ISCHANGED(Hire\_Date\_c)))
- (C). NOT{ISBLANK(Job\_Accepted\_c) || ISCHANGED(Hire\_Date\_c)}
- (D). (ISBLANK(Job\_Accepted\_c) && NOT(ISCHANGED(Hire\_Date\_c)))

**Answer:** A

**NO.208** An app builder has created a custom Lightning App and wants to make it available to the internal users at Universal Containers.

Which two steps are necessary to accomplish this task?

Choose 2 answers

- (A). **Add the app to a Visualforce page.**
- (B). Upload the app to Static Resources.
- (C). Create a subdomain using My Domain.
- (D). **Build a Custom Tab for the app.**

**Answer:** A,D

**NO.209** DreamHouse Realty wants to import its property records from an external system into Salesforce. The app builder will use an external ID field to house the property ID from the external system.

Which two details should the app builder know when using external ID fields?

Choose 2 answers

- (A). An **external ID field can be a number field.**
- (B). An external ID field can be a URL field.
- (C). An external ID field can be a phone field.
- (D). An external ID field can be a text field.

**Answer:** A,D

**NO.210** At Universal Containers, all US Sales reps should be able to view the **US Team dashboard**, however, only the US sales directors should be able to see the data in the component and view its source report. How can an app builder ensure the proper access is granted?

- (A). Make the US Sales Director the running user and share the dashboard folder with the role US Sales Rep
- (B). Make the dashboard dynamic and give US Sales Reps the view my teams dashboard permission
- (C). Share the dashboard folder with roles and subordinates of the US Sales Director and share the report folder with the role of US Sales Director
- (D). Share the dashboard with the public group US Sales Reps and share the dashboard source reports folder with the US Sales **Director profile**

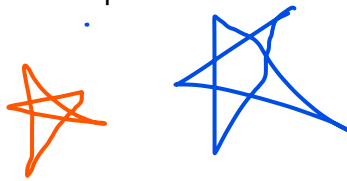
**Answer:** D

**NO.211** Cloud Kicks (CK) switched to Lightning Experience and started using Chatter across its global workforce to support its fast-paced sales cycle. CK loves Chatter but struggle with **gathering feedback** from core team members, including understanding who is available to respond.

Which two ways could CK use Chatter to solve this problem?

Choose 2 answers

- (A). Streams
- (B). **Polls**
- (C). **Out of Office**
- (D). Topics



**Answer:** B,C

**NO.212** Cloud Kicks (CK) keeps track of its shoe inventory in Salesforce. When an order's status is changed to Activated, the inventory for the ordered shoe is reduced. At that point, a **SOAP web** service on the CK website must be called so that the website is updated to display the correct inventory amount for the shoe.

What should an app builder use to communicate to the CK web service when a shoe's inventory has changed?

- (A). After-Save Record-Triggered flow
- (B). Before-Save Record-Triggered flow
- (C). Process Builder
- (D). **Workflow rule**



**Answer:** D

**NO.213** Universal Containers allows all employees to submit reviews for leadership using a custom object called Review. These Reviews should only be visible to the HR department and the employee who submitted the record.

Which three steps should an app builder take to properly control access to Reviews?

Choose 3 answers

- (A). **Disable Grant Access Using Hierarchies.**
- (B). Add a Master-Detail(User; field on the Review object.
- (C). **Create a criteria-based Sharing Rule** for the HR Department.
- (D). Remove Review Read permission from non-HR Department user Profiles.
- (E). **Set organization-wide default** to Private.



**Answer:** A,C,E

**NO.214** An app builder wants to update a field on the parent record when a child record connected via **lookup is deleted.**



What automation should the app builder use?

- (A). Screen flow
- (B). Process Builder
- (C). **Apex code**
- (D). Workflow rule

**Answer:** C



**NO.215** Universal Containers is setting up salesforce for the first time. Management wants the sales and marketing teams to have different navigation names in the salesforce1 mobile app. Which option is available to an app builder to satisfy the requirement?

- (A). **Create sales and marketing profiles to ensure read access to different objects**
- (B). Create roles for sales and marketing and assign a custom homepage layout for each role.
- (C). Create mobile navigation menus for both the sales and marketing profiles.
- (D). Create public groups for sales and marketing and create mobile navigation menus for each group

**Answer:** C



**NO.216** An app builder created multiple custom fields, page layouts, and reports in the sandbox and added them to a change set set was deployed to production, the reports were **NOT deployed**. What should the app builder do?

- (A). **Move the reports to the Unfiled Public Reports folder and add them to a new change set.**
- (B). Move the reports from the Unfiled Public Reports folder and add them to a new change set
- (C). Recreate the reports in production. Reports are not supported in change sets
- (D). Add the reports to an unmanaged package and install the unmanaged package into production.

**Answer:** A



**NO.217** SERVICE AGENTS ARE REQUIRED TO CONFIRM A **USER IDENTITY BEFORE PROVIDING SUPPORT INFORMATION OVER THE PHONE.** WHAT FEATURE CAN AN APP BUILDER USE TO HELP AGENTS MEET THIS REQUIREMENT?

- (A). Include Surveys as a Case related list
- (B). Case Validation Rules
- (C). Add Path to the top of the Case layout
- (D). **Guided Action Flows on the record page**

**Answer:** D



**NO.218** An app builder has downloaded a component from the AppExchange successfully; however, they are unable to add it to the Lightning home page.

Which two reasons can be preventing the app builder from being able to add the custom component?

Choose 2 answers

- (A). **My Domain must be deployed** to add custom components to the page with the App Builder.
- (B). A custom tab must be created to add custom components to the page with the App Builder.
- (C). The component requires a developer permission to add it to the page with the App Builder.
- (D). **The component is tagged for record pages** instead of home pages and is not showing up in the App Builder.

**Answer:** A,D





**NO.219** Universal Containers's app builder has been **tasked with replacing workflow** rules and Apex triggers with Process Builders where possible.

What are two important considerations an app builder should know before the project is started?

Choose 2 answers

- (A). **Avoid generating infinite loops.**
- (B). Apex has a different SOQL query limit than Flow.
- (C). Create a process for each workflow rule.
- (D). **Combine actions when possible.**

**Answer:** A,D

**NO.220** DreamMouse Realty has a mentorship program that pairs experienced **Realtors** with new Realtors. Each experienced Realtor can mentor one or several new Realtors, and each new Realtor is required to work with a single experienced Realtor they report to for a probationary period.

What type of relationship would an app builder set up to meet this specification?

- (A). Indirect lookup
- (B). Many-to-many
- (C). **Master-detail**
- (D). Lookup

**Answer:** C

**NO.221** Universal Containers wants to **track installation** information once its container has been purchased on a custom object. Sales reps should have visibility of all the installation with their opportunities.

visibility of all the installations associated with their opportunities.

What kind of relationship should this new object have to the Opportunity?

- (A). Lookup
- (B). Hierarchical
- (C). Master-Detail
- (D). **Many to Many**

**Answer:** D

**NO.222** Ursa Major Solar wants to convert the **relationship between Galaxy and Star from** a lookup relationship to a master-detail relationship so each Galaxy record can be equipped with a roll-up summary count of Star records.

Which two considerations should be made?

Choose 2 answers

- (A). **The Star records are all required** to have an existing value in their Galaxy field.
- (B). The Galaxy object has fewer than two existing master-detail relationships.
- (C). The Galaxy object is required to contain existing roll-up summary fields.
- (D). **The Star object has fewer** than two existing master-detail relationships.

**Answer:** A,D

**NO.223** Northern Trail Outfitters wants to broadcast an email **to 7,000 contacts** in Salesforce on a regular basis but realizes Salesforce's mass functionality has a limitation on the number of emails that can be sent each day.

What action should the app builder take?

- (A). Request Salesforce increase the number of maximum daily emails.
- (B). Develop Apex code and bghtnrrvg web component to send dairy emails
- (C). Research and evaluate products available on AppExchange to send mass emails.
- (D). Export Contacts to a CSV file and use an email client to send tha emails.

**Answer:** C

**NO.224** The convert button on leads should NOT appear until the lead status picklist is set to a qualified. What should an app builder suggest to meet these requirements?

- (A). Picklist dependency, page layouts, record types
- (B). Custom button, validation rule, record types
- (C). Process builder field update, quick action, record type
- (D). Page layout, record types, process builder field update

**Answer:** D

**NO.225** An app builder needs a custom solution and is considering using community. Ease of updates is the primary consideration.

What should the app builder consider?

- (A). A managed package from AppExchange
- (B). An unmanaged package from AppExchange
- (C). An open-source unmanaged package
- (D). An open-source custom development

**Answer:** A

**NO.226** The sales Operations team at AWS Computing deletes accounts for a variety of a reasons. The sales ops director is worried that the Sales team may delete accounts that sales reps are actively selling into.

How should the app builder keep accounts with open opportunities from being deleted?

- (A). Create an Apex Trigger on the Account object
- (B). Create a validation rule on the Account object.
- (C). Remove the delete button on the account layout
- (D). Remove the Delete permission from the Sales Rep profile.

**Answer:** A

**NO.227** Universal Containers require different fields to be filled out at each stage of the Opportunity sales process.

What configuration steps can an app builder use to meet this requirement?

- (A). Set page layout required fields based on the current stage.
- (B). Create a Process Builder to prompt the User for field information.
- (C). Define record types and page layouts for each stage.
- (D). Add the Path component to the Lightning record page.

**Answer:** D

**NO.228** Cloud Kicks has five years of sales data and would like to track when customers made their first purchase.

How should an app builder use a roll-up summary to meet the requirements?

- (A). Create a new roll-up summary field called First Order Date, using Type MIN on the Opportunity Close Date with a filter where IsWon = TRUE.
- (B). Create a new date field called First Order Date, create a new Workflow to set the date, and roll up the value with a filter where IsWon = TRUE.
- (C). Create a new roll-up summary field called First Order Date, using Type SUM on Opportunity Close Date.
- (D). Create a new date field called First Order Date, then create a roll-up summary to update the field using Type MIN.

**Answer:** A

**NO.229** DreamHouse Realty (DR) is expanding into subsidized housing by partnering with local government entities.

DR uses Sales Cloud and has enabled field history tracking on the Opportunity object. Due to increased Information requirements, the App Dev team is changing Text Area (Long) fields to Rich Text fields to allow for up to 1,000 characters and better descriptions.

Which two considerations should be made by the team?

Choose 2 answers

- (A). Rich text field values of all lengths are displayed fully in reports.
- (B). Data loss may occur when changing custom field types.
- (C). Field History Tracking records value changes of 255 characters or less.
- (D). Audit Trail is available through REST API extracts.

**Answer:** B,C

**NO.230** A Service Coordinator (SC) for Ursa Major Solar (UMS) does a final review of work orders owned by a technician for a specific region before the records are submitted for an invoice. Before closing out the work order, the SC needs to modify data or remove attachments that were added by mistake. The SC also needs access to any other related records owned by the technician.

What solution would provide the required access, given a private data model?

- (A). Give the SC a permission set with the Modify All Data system permission.
- (B). Put the SC in the role hierarchy above the technicians whose work orders they review.
- (C). Create a workflow rule that updates records owned by technicians in that region with the SC.
- (D). Change work order access on the SC's profile to 'Modify All'.

**Answer:** B

**NO.231** Cloud Kicks wants to efficiently Increase the company's adoption of Salesforce while simultaneously moving away from their reliance on spreadsheets. An app builder is given a spreadsheet everyone is sharing that needs to be added to Salesforce. The object with fields needs to be created and the data inserted simultaneously.

Which tool should be used?

- (A). Import Wizard
- (B). Lightning Object Creator
- (C). Data Loader
- (D). Schema Builder

**Answer:** B

**NO.232** Cloud Kicks wants to know the total value of all won Opportunities for Accounts and display

it on the record.

What type of summary should the app builder use in the roll-up summary field?



- (A). Count
- (B). Q Max
- (C). **Sum**
- (D). Min

**Answer:** C

**NO.233** Sales reps at Cloud Kicks (CK) forget to submit for approval when CK needs orders reviewed before close won. CK wants to automatically submit opportunities into the **Secure Commitment Stage** to **eliminate manual submission**.

Which three features would meet the business requirements?

Choose 3 answers

- (A). Workflow
- (B). **Process Builder**
- (C). **Apex**
- (D). Chatter action
- (E). **Flow**

**Answer:** B,C,E

**NO.234** UC has a requirement that an opportunity should have a field showing the value of its associated account's **billing state**. This value should not change after the opportunity has been created. Is there a recommended solution to configure this automated behavior?

- (A). Formula field
- (B). Apex
- (C). **Workflow**
- (D). Roll-up summary field

**Answer:** C

**NO.235** Cloud Kicks recently implemented the application **lifecycle** management process to its release management strategy.

Which category handles bug fixes and simple changes?

- (A). **Patch**
- (B). Minor
- (C). Major
- (D). Rollback

**Answer:** A