

Salesforce

Exam Questions Platform-App-Builder

Salesforce Certified Platform App Builder (SP19)



NEW QUESTION 1

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

NEW QUESTION 2

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

Answer: D

NEW QUESTION 3

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 build a web component to send daily 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 the emails.

Answer: C

NEW QUESTION 4

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

NEW QUESTION 5

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

NEW QUESTION 6

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

NEW QUESTION 7

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 of 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

NEW QUESTION 8

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

NEW QUESTION 9

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 held.
- 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

NEW QUESTION 10

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

NEW QUESTION 10

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

NEW QUESTION 11

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: CD

NEW QUESTION 16

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

NEW QUESTION 18

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

NEW QUESTION 21

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

NEW QUESTION 26

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 builder 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, Closed Won") && (CloseDate - Scheduled_Ship_Date__c) > 14

Answer: A

NEW QUESTION 31

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

NEW QUESTION 35

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

NEW QUESTION 40

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

NEW QUESTION 43

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

NEW QUESTION 45

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

NEW QUESTION 48

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

NEW QUESTION 49

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

NEW QUESTION 53

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. FieldUpdate
- D. Workflow Rule

Answer: A

NEW QUESTION 57

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: BD

NEW QUESTION 62

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: BD

NEW QUESTION 64

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

NEW QUESTION 66

An app builder wants to show Groups as the last navigation menu item in the mobile app. However, the 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 in 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

NEW QUESTION 67

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

NEW QUESTION 71

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

NEW QUESTION 72

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

NEW QUESTION 74

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

NEW QUESTION 79

Universal Containers (UC) has a custom Invoice object and a custom InvoiceLine 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: BC

NEW QUESTION 82

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: AD

NEW QUESTION 84

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: BC

NEW QUESTION 85

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

NEW QUESTION 87

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

NEW QUESTION 92

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

NEW QUESTION 97

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

NEW QUESTION 102

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

NEW QUESTION 103

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

NEW QUESTION 106

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: BD

NEW QUESTION 108

A Cloud Kicks employee submitted an opportunity for approval by their manager.

What would happen if the employee attemptsto 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

NEW QUESTION 111

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: CD

NEW QUESTION 115

The Recruiting ream at AW Computing captures thejob 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 cecord edit.

Which validation formula should the app builder use?

- A. NOT(ISCLANK(Job_Accepted_c)) && ISCHANGED(Hire_Date_c)
- B. (ISBLANK(Job_Accepted_c) II NOT(ISCMANGED(Mire_Daie_c))
- C. NOT{IS&IANK(Job_Accepted_c)) II ISCHANGED(Hire_Date_c)
- D. (ISBLANK(Job_Accepted_c) && NOT(ISCHANGED(Hire_Date_c))

Answer: A

NEW QUESTION 117

Universal Containers would like to automatically assign a specific permission set to new users. How can this requirement bemet? 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: CD

NEW QUESTION 119

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

NEW QUESTION 122

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 listview contains more than one record type

Answer: AD

NEW QUESTION 123

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: AB

NEW QUESTION 125

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

NEW QUESTION 129

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: ADE

NEW QUESTION 131

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

NEW QUESTION 132

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 flowpage.

- C. Build a Lightning record page.
- D. Use a Boit solution

Answer: A

NEW QUESTION 137

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

NEW QUESTION 140

Universal Containers wants to track installation information once it 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

NEW QUESTION 141

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 Untried 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 productio
- D. Reports are not supported in change sets
- E. Add the reports to an unmanaged package and install the unmanaged package into production.

Answer: A

NEW QUESTION 143

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

NEW QUESTION 144

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

NEW QUESTION 148

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: AD

NEW QUESTION 151

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

NEW QUESTION 153

DreamHouse Realty wants to make sure an Opportunity has a fieldExpected_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

NEW QUESTION 155

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 shouldthe app builder utilize?

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

Answer: D

NEW QUESTION 156

A new custom object is being created with a private sharing setting. The business wants toshare 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: ACE

NEW QUESTION 158

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

NEW QUESTION 159

Managers at UniversalContainers want a quick way to create additional accounts to form a hierarchy from a Parent Account record They want to auto-populate five fielsd 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

Answer: D

NEW QUESTION 163

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

NEW QUESTION 165

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 prebuild 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

NEW QUESTION 168

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

NEW QUESTION 170

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: BC

NEW QUESTION 174

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

NEW QUESTION 177

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

NEW QUESTION 180

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 layouts for each type of lead only containing the relevant fields

Answer: C

NEW QUESTION 185

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 tacking
- D. Cross-object formula field

Answer: C

NEW QUESTION 186

DreamHouseRealty (DR) is expanding into subsidized housing by partnering with local government entitles. 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: BC

NEW QUESTION 190

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

NEW QUESTION 195

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

NEW QUESTION 199

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: CD

NEW QUESTION 204

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

Answer: B

NEW QUESTION 209

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 functionally?

- A. Workflow
- B. Path
- C. Chatter feed
- D. GlobalAction

Answer: B

NEW QUESTION 213

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

NEW QUESTION 217

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: BC

NEW QUESTION 219

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

NEW QUESTION 221

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

NEW QUESTION 225

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: BC

NEW QUESTION 227

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

NEW QUESTION 232

Which opportunity standard field is available to be configured directly? Choose 3

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

Answer: BCD

NEW QUESTION 234

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: BC

NEW QUESTION 235

Universal Containers require different fields to be filled out at eachstage of the Opportunity sates 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. Definerecord types and page layouts for each stage.
- D. Add the Path component to the Lightning record page.

Answer: D

NEW QUESTION 236

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-oldcases 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

NEW QUESTION 238

The DreamHouse Realty (DR) service manager has asked for someimprovements 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

NEW QUESTION 242

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

NEW QUESTION 245

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: AB

NEW QUESTION 248

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

NEW QUESTION 252

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

NEW QUESTION 255

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