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Certified Platform App Builder

Version 1.0



Exam A

QUESTION 1

Universal Containers manages internal projects by department using a custom object called Projects. Only employees in the project's respective department should have view access to all of the department's project records. If an employee changes job roles and moves to another department, the employee should no longer have access to the projects within their former department.

Which two options will meet these requirements assuming the organization-wide default for Projects is set to Private? (Choose two.)

- A. Create a criteria-based sharing rule using the Project's department that grants access to users by profiles.
- B. Create a criteria-based sharing rule using the Project's department that grants access to users by permission sets.
- C. Create a criteria-based sharing rule using the Project's department that grants access to users by roles.
- D. Create a criteria-based sharing rule using the Project's department that grants access to users by public groups.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

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 two.)

- A. Update the account search layouts search filter fields.
- B. Update the account search layouts accounts tab columns displayed.
- C. Update the account search layouts search results columns displayed.
- D. Update the account search layouts list view filter settings.

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

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 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 no error message will be displayed.
- C. The record will not save the validation rule's error message will be displayed.
- D. The record will save but the Industry field will not change to Territory.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4 What is a true statement when deleting a dashboard?

- A. Deleting a dashboard also deletes the components within it. It does not delete the custom reports used by the components.
- B. Deleting a dashboard does not move the dashboard to the Recycle Bin and therefore the dashboard cannot be recovered.
- C. Deleting a dashboard also deletes the components within it as well as the custom reports used by the components.
- D. Deleting a dashboard requires a user to first edit the components to remove the underlying reports.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5 A junction object has two Master-Detail relationships, a primary and a secondary master object.

What happens to a junction object record when both associated master records are deleted?

- A. The junction object record is permanently deleted and can't be restored.
- B. The delete operation cannot be performed on both master records.
- C. The delete operation is not allowed with Roll-up summary fields defined.
- D. The junction object records is deleted and placed in the recycle bin.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

Universal Containers wants their 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 profiles for each Marketing Team, and create an Inside Sales Team role that is at the top of the Role Hierarchy.
- B. 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.
- C. 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.
- D. 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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7 The app builder has just created a Visual Workflow for the VP of Service.

Which two Flow be accessed by users? (Choose two.)

- A. Custom Button
- B. Quick Action
- C. Visual Workflow Launcher
- D. From a Process

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

Which two metadata changes can be made directly in a production environment without deploying from a sandbox? (Choose two.)

- A. Validation rules
- B. Apex Triggers
- C. Apex Classes
- D. Visualforce pages

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

The Training team at Universal Containers uses a custom Training object to track their customer trainings. An app builder needs to create a relationship between the Training object and the related Students' record. A private sharing model is in place for both Students and Training.

Which two statements are true when creating a Student Lookup field on the Training object? (Choose two.)

- A. On Training record, the Student Lookup field can be made optional.
- B. On Student record, users can set on Roll-up summary field on Training records.
- C. On Training record, users can only delete Students, if they have access to it.
- D. Cross-object field updates between Training and Student records are not supported.



Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

An app builder would like to streamline the user experience by reflecting summarized calculations of specific fields on various objects.

Which three field types could be used in roll-up summary fields to accomplish this? (Choose three.)

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

Correct Answer: BCE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

Which two are capabilities of record types? (Choose two.)

- A. Displaying different field labels.
- B. Displaying different page layouts.
- C. Filtering picklist values.
- D. Having multiple record types on one record.

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

A custom object has a Public Read Only sharing setting that does not grant access using hierarchies. A dynamic sharing rule provides Write access to the object to the Global Marketing public group if the record is marked as Global. A user creates a new record and marks it as Global.

Who will have write access to the record?

- A. The Global Marketing public group and anyone above the owner in the role hierarchy.
- B. The record owner and the Global Marketing public group.
- C. The record owner and anyone above the owner in the role hierarchy.
- D. The Global Marketing public group, the record owner, and anyone above the owner in the role hierarchy.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 13 Which three are features of the Custom Button?
(Choose three.)

- A. Custom Button with Javascripts enhance Lightning Experience.
- B. Custom Button is available for User Object.
- C. Custom Button display at the top and bottom of a page.
- D. Custom Button is available for Person Account.
- E. Custom Button can reference an external app.

Correct Answer: ACE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

Universal Containers has two teams: Sales and Services. Both teams interact with the same records. Sales users use ten fields on the Account record. Service users use three of the same fields as the Sales team, but also have five of their own, which the Sales team does not use.

What is the minimum configuration necessary to meet this requirement?

- A. One profile, one record type, one page layout.
- B. One profile, two record types, one page layout.
- C. Two profiles, two record types, two page layouts.
- D. Two profiles, one record type, two page layouts.

Correct Answer: C



B.

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

In Salesforce Classic, which two statements are true for embedding a Visualforce page in a page layout? (Choose two.)

- A. Visualforce pages on a field set have attribute for width and height.
- B. Visualforce pages can only be placed in the Visualforce section in a page layout.
- C. Visualforce pages on a page layout have attributes for width and height.
- D. Visualforce pages can be placed in the details section of a page layout.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16 Which two rules can be configured for the Opportunity object? (Choose two.)

- A. Escalation Rule
- B. Validation Rule
- C. Assignment Rule
- D. Workflow Rule

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17 Universal Containers uses a private Account sharing model. They have a Process Improvement team with representatives from multiple departments that needs to view all accounts that have been flagged as problem accounts.

How should this team be granted access to the records?

- A. Use a record owner sharing rule that is shared with the Process Improvement public group.
- B. Use a criteria-based sharing rule where the accounts are shared with the Process Improvement public group.
- C. Write a trigger to use Apex Managed Sharing to grant access with the Process Improvement team.
- D. Use a record owner sharing rule that is shared with the Process Improvement role.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

Universal Containers wants to test code against a subset of production data that is under 5 GB. Additionally, Universal Containers would like to refresh this sandbox every weekend.

What type of sandbox should be used to accomplish this?

Developer Pro



- Developer
- C. Full
- D. Partial Copy

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

Universal Containers has a custom project evaluations object used by three business teams. Business team managers have requested that project evaluations be tracked and managed independently of each other with different set of custom fields and picklist values.

What is minimally required configuration to accomplish this?

- A. With a custom project evaluation object, create separate record types with different picklist values and page layouts for each team. Create and assign separate profiles by team.
- B. Create separate page layouts to determine the fields and picklist values for each user based on the team indicated on their user record. User field-level security to restrict access to each team's fields.
- C. Create separate custom objects to track project evaluations independently of each other with record types and page layouts. Assign custom objects permissions with three different profiles.
- D. With a custom project evaluation object, create a separate page layout for each team and assign them using a profile. Use permission sets to configure each team's field list and picklist values.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

At Universal Containers, multiple departments utilize the Case object for different purposes. Some users submit cases while other users provide customer support with case records.

What is the minimum required configuration for an app builder to enable different users to see different fields, based on the case type?

- A. Record Types, Page Layouts, Case Teams, and Profiles.
- B. Record Types, Page Layouts, Support Process, and Profiles.
- C. Record Types, Page Layouts, Permission Sets, and Profiles.
- D. Record Types, Page Layouts, Field Sets, and Profiles.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Universal Containers would like to show different values to different groups of users in a custom picklist field.

What should be configured?

- A. Page layouts
- B. Record Types
- C. Field-level security
- D. Permission sets

Correct Answer: B

Section: (none)

A.

B.

Explanation

Explanation/Reference:

QUESTION 22 Which statement is true about an External ID field? (Choose two.)

- A. The field contains unique record identifiers from a system outside of Salesforce.
- B. The field must be unique since duplicate are not allowed within Salesforce.
- C. The field must contain at least one number and at least one letter.
- D. The field can be unique based on case-sensitive or case-insensitive values.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23 Universal Containers needs to update a field on an Account when an Opportunity Stage is changed to Closed Lost.

Which two should be used to accomplish this requirement? (Choose two.)

- A. Workflow Rule
- B. Approval Process
- C. Process Builder
- D. Assignment Rule

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24 Which three standard component types are available in Lightning app builder? (Choose three.)

- A. Plain text
- B. Report details
- C. Filter report
- D. Rich text
- E. Recent items

Correct Answer: BDE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

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 a Chatter Group?



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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26 The VP of Sales has requested that Account Site information should be visible on all Opportunity records.

What is the recommended solution to meet this requirement?

- A. Roll-Up Summary Field
- B. Cross-Object Formula Field
- C. Process Builder
- D. Workflow Rule

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27 A business user wants a quick way to edit a record's status and enter a custom due date field from the record's feed in Salesforce Mobile App.

What could be used to accomplish this?

- A. Custom quick access link
- B. Custom button
- C. Custom URL formula field
- D. Custom action

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28 Which three statements are true about Master-Detail relationships?
(Choose three.)

- A. Standard objects can be on the detail side of a custom object in a Master-Detail relationship.
- B. Master-Detail relationships cannot be converted to a look-up relationship.
- C. Deleting a master record in a Master-Detail relationship deletes all related detail records.
- D. Master-Detail relationships can convert to a lookup relationship if no roll-up summary fields exist on the master object.
- E. A Master-Detail relationship cannot be created if the custom object on the detail side already contains data.

Correct Answer: CDE

Section: (none)

Explanation

A.

B.

Explanation/Reference:

QUESTION 29 In order to delete Opportunities, Universal Containers would like sales reps to submit requests for approval from their sales manager.

What can be used to meet these requirements?

- A. Approval Process with Time-Dependent Workflow action.
- B. Approval Process with Apex Trigger.
- C. Two-step Approval Process.
- D. Process Builder with Submit for Approval Action.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

An app builder at Universal Containers 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? (Choose two.)

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



Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31 Which three Salesforce functionalities are ignored when processing field updates in workflow rules and approval processes? (Choose three.)

- A. Field-level security
- B. Record type picklist value assignments
- C. Multiple currencies
- D. Validation rules
- E. Decimal places and character limits

Correct Answer: BCE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

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? (Choose two.) Use a workflow rule and an outbound message.

Write a trigger to use Apex Managed Sharing to grant access with the Process Improvement team. C.
Use a process and an outbound message.
D. Use a process and Apex code.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33 What sandbox type allows for the use of a sandbox template?

- A. Developer Sandbox
- B. Developer Pro Sandbox
- C. Config SandboxD. Partial Sandbox

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34 Universal Containers would like to embed a chart of all related Opportunities, by stage, on the Account detail page.

What type of report should an app builder create to add to the Account page layout?

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



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35 Which three values must be defined when creating a new Opportunity Stage picklist value? (Choose three.)

- A. Quota
- B. Forecast Category
- C. Amount
- D. Probability
- E. Type

Correct Answer: BDE

Section: (none)

Explanation

Explanation/Reference:

A.

QUESTION 36

Universal Containers uses a custom object called Candidates to track information about people who are being recruited for jobs within the company. When an employee refers a recruiting candidate, that employee should have access to the Candidate record; however, only HR users should be able to view, edit, and report on the Salary field.

What action should be recommended for controlling who can view the Salary field?

- A. Create and assign separate Candidate page layouts for general employee users and HR users.
- B. Restrict access to the "Salary" field for general employee users using field-level security.
- C. Create and assign separate Candidate record types for general employee users and HR users.
- D. Restrict access to the "Salary" field for general employee users using custom sharing settings.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37 Which two ways can an app builder grant object-level access to users? (Choose two.)

- A. Public Groups
- B. Permission Sets
- C. Roles
- D. Profiles

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

**QUESTION 38**

Universal Containers' CEO has asked that all deals with more than a 40% discount get automatically sent to the VP of Finance. He will review these details without the sales rep needing to take action. Which

two ways can this be accomplished without building code? (Choose two.)

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

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

What feature can an app builder use to automatically assign cases that have been open longer than three days to the next support tier?

- A. Case Assignment Rules
- B. Case Escalation Rules
- C. Case Business Rules
- D. Case Auto Response Rules

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

Universal Containers has created the custom objects Candidate and Interview in Salesforce to track candidates and interviews respectively. The company wants to track the total number of interviews a candidate has gone through on the candidate record without writing any code.

Which two actions should an app builder take to accomplish this requirement? (Choose two.)

- A. Use a formula field on the Candidate record to show the total number of interviews.
- B. Use a roll-up summary field on the Candidate record to show the total number of interviews.
- C. Use a master-detail relationship between the Candidate and Interview objects.
- D. Use a lookup relationship between the Candidate and Interview objects.



Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

Universal Containers has deployed custom tabs to Production via change sets, without including the profile settings.

What statement is true about the visibility of custom tabs in Enterprise Edition?

- A. Custom tabs are not deployed.
- B. Custom tabs are default on for all users.
- C. Custom tabs are not hidden for all users.
- D. Custom tabs are default off for all users.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

Which two report formats can be used as a source report to configure a reporting snapshot? (Choose two.)

- A. Summary format
- B. Joined format
- C. Matrix format
- D. Tabular format

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

In Salesforce Classic, Universal Containers provides access to Salesforce for their Customer Support and Sales Operations teams. Management wants to ensure that when users log in, their home tab provides access to links and documentation that are specifically relevant to their team's function.

How can this requirement be met?

- A. Create three home page custom components and three layouts; assign users by team.
- B. Create three home page custom components and three layouts; assign user by profile.
- C. Create two home page custom components and two layouts; assign to users by team.
- D. Create two home page custom components and two layouts; assign to users by profile.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 45 Which two should be considered when creating unmanaged packages? (Choose two.)

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

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46 Universal Containers would like to optimize routes for its traveling service personnel.

What is the recommended solution to meet this requirement?

- A. Configure routing options in a custom object.
- B. Configure Territory Hierarchy and rules for route based on Territory.
- C. Use geolocation fields with the DISTANCE and GEOLOCATION formulas.
- D. Use an AppExchange partner product.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

Universal Containers is setting up Salesforce for the first time. Management wants the sales and marketing teams to have different navigation menus in the Salesforce Mobile App.

What option is available to an app builder to satisfy this requirement?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48 An app builder wants to show Groups as the last navigation menu item in the Salesforce Mobile App. However, the app builder is not able to select Groups as one of the items on the drop-down menu.

What could cause this?

- A. Groups is showing up in the recent section and not in the navigation menu.
- B. Groups cannot be the last item in the navigation menu.
- C. Groups is included in the Smart Search items but not on the navigation menu.
- D. Groups is not included in the selected list for the navigation menu.



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

Universal Containers wants to automate a business process using workflow. They are aware that workflow rules may cause recursive behavior, and as a result certain actions will only cause workflow rules that didn't fire previously to be retriggered.

What workflow action might cause this behavior? (Choose two.)

- A. Workflow Field updates with the "Re-evaluate Workflow Rules After Field Change" field selected.
- B. Workflow Tasks where the "Due Date" field is set to "Rule Trigger Date" minus X Days.
- C. Workflow Outbound Messages with the "Protected Component" field selected.
- D. Workflow E-mails containing hard-coded links with Salesforce IDs referencing specific workflow rules.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50 A new custom object called Invoices needs to have an invoice date for the date and time it was invoiced.

What field type should be selected for this?

- A. Date/Time
- B. Time
- C. Date/Timestamp
- D. Date

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

The VP of Sales at Universal Containers wants to have a set of screens to guide the inside sales team through collecting and updating data for leads.

How can the app builder accomplish this?

- A. Workflow
- B. Process Builder
- C. Lightning Connect
- D. Flow

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 52

The Director of Marketing has asked 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.

What function should be used to return today's date for calculating the difference?

- A. DATE()
- B. NOW()
- C. TODAY()
- D. DATEVALUE()

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53 Which of the following are types of developer sandboxes environment types in Salesforce?

(Choose four.)

- A. Developer
- B. Developer Pro
- C. Partial Copy
- D. Full Sandbox
- E. Partial Sandbox
- F. Full Copy

Correct Answer: ABCD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54 Universal Containers requires e-mails to be sent to additional recipients when a workflow e-mail alert is triggered from the case object.

Which two field types need to be added to the case object to allow additional recipients on the e-mail alert? (Choose two.)

- A. Text field
- B. E-mail field
- C. Lookup field
- D. Formula field

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55 Universal Containers needs the ability to generate proposal documents. All the data required for a proposal resides in a custom object.

What is the recommended solution?

- A. Store a template in the Static Resources and configure the Action Link Template to use it.
- B. Create the HTML template for Proposals and store it in the Public Folder.
- C. Select and install an AppExchange product to meet the Proposal generation needs.
- D. Enable the PDF feature and create a custom Proposal Template based on the Standard Template.



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56 What is a user case for validation rules?

- A. Ensure Zip/Postal Codes are entered in the correct format.
- B. Restrict partner Lead visibility to the channel sales team.
- C. Prevent deals with less than a 10% discount from entering.
- D. Prevent non-managers from joining a private Chatter Group.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

Which two options are available to an app builder when defining an object-specific Create Record custom action? (Choose two.)

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

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

At Universal Containers, the Account object has a Master-Detail relationship with an Invoice custom object. The app builder would like to change this to a lookup field, but is not able to do so.

What could be causing this?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59 A manager wants to calculate the number of days since an account was last contacted through e-mail.



What field type should be used to accomplish this?

- A. Number
- B. Date
- C. Roll-up summary
- D. Formula

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

Universal Containers needs to flag Leads with one or more business areas. They need to add a field to capture these to the Lead Record. There is no need to report on this field.

What is the appropriate field type?

- A. Radio Buttons (Multi-Select)
- B. Picklist
- C. Picklist (Multi-Select)
- D. Text Area

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

Universal Containers has two types of customer support processes: Platinum and Diamond. The app builder created separate record types for each process on the Case object. The customer support team should not be able to create new cases with the Diamond record type.

How can this requirement be met?

- A. Update the profile to remove the Diamond record type from the support team.
- B. Remove the ability for the support team to create new case records.
- C. Make the record type hidden to all users and then use sharing rules to share it.
- D. Update the organization-wide defaults to private.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

Universal Containers sells to three different types of organizations: Partner, Enterprise, and Small Business. Some of the information collected about each organization overlaps; however, there are also unique attributes to each type of organization that need to be tracked, some of which are required.

What solution meets these requirements?

- A. Three different sections on an Account page layout, which each section displaying the relevant fields for that organization.
- B. A Partner Community for partner organization records, and two lead record types for Enterprise and Small Business organizations.
- C. Three Account record types, each with its own page layout to display the relevant fields for that type of organization.
- D. Three custom objects for the three organization types, each with custom fields that pertain to that type of organization.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63

The marketing team at Universal Containers has a list of 400 leads they would like to upload to Salesforce. They need to avoid creating duplicate records.

Which two actions should be taken to meet this requirement? (Choose two.)

- A. Utilize a Lead Matching Rule and corresponding Duplicate Rule to block newly created duplicate leads.
- B. Use Data Loader's update function to import leads and match to existing records based on e-mail address.
- C. Enable Duplicate Matching in the Data Management section in Setup and activate the Lead-to-Lead scenario.
- D. Upload the lead list using the Import Wizard and select a Matching Type to prevent duplicate lead creation.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

Which two will prevent a formula field from being referenced by a Roll-Up Summary field? (Choose two.)

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

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65 Universal Containers is rolling out a new opportunity review process. Regional managers will need to edit opportunities for their subordinates, but not for other groups. Managers and users should be able to view all opportunities. Which two approaches are recommended to meet their requirement? (Choose two.)

- A. Set organization-wide defaults to public read/only.
- B. Create standard role hierarchies
- C. Set organization-wide defaults to public read/write.
- D. Create criteria based sharing rules.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:



QUESTION 66 Which two relationship types can be defined with external objects? (Choose two.)

- A. Cross-Organization Lookup
- B. External Lookup
- C. Indirect Lookup
- D. External Master-Detail

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67 Which two are capabilities of Schema Builder? (Choose two.)

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

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68 What is a feature that can extend record access beyond the organization-wide defaults? (Choose two.)

- A. Criteria-based sharing rules.
- B. Owner-based sharing rules.
- C. Public or private groups.
- D. Dynamic role hierarchy.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69 Universal Containers needs to send an Outbound Message to an external system when a record has been updated.

What is the recommended feature to meet this requirement?

- A. Lightning Connect
- B. Workflow
- C. Process Builder
- D. Flow Launcher

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 70 Universal Containers wants to display a message when an opportunity close date is less than 60 days in the future.

What can be used to display different text on the opportunity record depending on the number of days until the target close date?

- A. Workflow Update
- B. Process Builder
- C. Sales Process
- D. Formula Field

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71

Which three are true about converting a tabular, summary, or matrix report to a joined report? (Choose three.)

- A. Cross filters are not supported in joined reports.
- B. The Rows to Display filter is not supported in joined reports.
- C. Joined report blocks are formatted as matrix reports.
- D. Report formula fields are not supported in joined reports.
- E. Bucket fields are not supported in joined reports.

Correct Answer: ABE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72

Universal Containers has deployed custom tabs to Production via change sets, without including the profile settings or permission sets.

What is the setting for the visibility of custom tabs?

- A. Custom tabs are hidden for all users.
- B. Custom tabs are default off for all users.
- C. Custom tabs are default on for all users.
- D. Custom tabs are not deployed.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

Representatives at Universal Containers uses Salesforce to record information for new Leads. When new prospects are added, an outbound message is sent to SAP with the Lead's information.

What automation process will accomplish this without writing any code?

- A. Design an Approval Process that sends an outbound message upon approval.
- B. Create a process using Process Builder to send the outbound message.
- C. Use Flow to create a wizard that will send an outbound message.
- D. Create a Workflow Rule with an outbound message as the action.



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 74

Users at Universal Containers need to be able to quickly create a Resource record from the Project record's Chatter feed.

How should the app builder define this functionality?

- A. By creating a custom "Detail Page" Button on the Project.
- B. By creating a custom "Detail Page" Button on the Resource.
- C. By creating a custom "Create a Record" Action on the Project.
- D. By creating a custom "Create a Record" Action on the Resource.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 75

A sales manager would like to look at an Account record and view charts of all the related open opportunities, closed/won opportunities, and open cases.

How many report charts can be added to the Account page layout to meet this requirement?

- A. 3
- B. 4
- C. 2
- D. 1

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 76 Which three field types can be referenced by a Roll-Up Summary field using SUM?

(Choose three.)

- A. Number
- B. Formula
- C. Date
- D. Percent
- E. Currency

Correct Answer: ADE

Section: (none)

Explanation

Explanation/Reference:



QUESTION 77

When an opportunity close date is delayed by more than 60 days, the manager and the VP of Sales must approve the change.

Which two solutions will meet the requirement? (Choose two.)

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

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 78

Universal Containers wants to streamline its data capture process by linking fields together. UC wants to do this so that the available values on dependent fields are driven by values selected on controlling fields.

Which three considerations support the stated requirements? (Choose three.)

- A. Multi-select picklists can be dependent picklists but not controlling fields.
- B. Checkbox fields can be controlling fields but not dependent fields.
- C. Standard and custom picklist fields can be dependent fields.
- D. Custom picklist fields can be either controlling or dependent fields.
- E. The data import wizards only allow values to be imported into a dependent picklist if they match the appropriate controlling field.

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 79

Universal Containers has a junction object called Billings with a primary Master-Detail relationship with Accounts and a secondary Master-Detail relationship with Orders. The app builder has a requirement to change the primary Master-Detail relationship to a Lookup.

What happens to the secondary Master-Detail relationship with Orders?

- A. The secondary Master-Detail object relationship needs to be reestablished.
- B. The secondary Master-Detail object also converts to a lookup.
- C. The secondary Master-Detail object becomes the primary.
- D. The secondary Master-Detail object relationship is no longer valid.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 80 Which two statements are true when a new full sandbox is created? (Choose two.)

- A. Chatter data will be copied to the sandbox by default.
- B. Default e-mail deliverability is set to system e-mail only.
- C. Usernames will be modified uniquely for that sandbox.
- D. Users' e-mail addresses will not be modified.



Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 81 When is it recommended to refresh a Full sandbox?

- A. Whenever a new Production user is added.
- B. Within 3 hours of when it is needed.
- C. After a major Production release.
- D. After UAT sign-off.

Correct Answer: C

B.

Section: (none)

Explanation

Explanation/Reference:

QUESTION 82 What is a true statement in regards to creating custom report types?

- A. The detail object in a Master-Detail relationship cannot be added as a secondary object on a custom report type.
- B. Any object can be chosen unless the object is not visible to the person creating the report type through security settings.
- C. When the primary object is a custom object and is deleted, then the report type and any reports created from it must be deleted manually.
- D. Once a report type is saved with a standard or custom primary object, the primary object cannot be changed for that report type.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 83 Universal Containers would like to automatically assign a specific permission set to new users.

Which two actions should be completed in order to meet this requirement? (Choose two.)

- A. Create a workflow rule on the User object to assign a permission set.
- B. Create a Process on the User object to launch a flow.
- C. Create an Approval process on the User object to assign a permission set.
- D. Create a Flow on the User object to assign a permission set.



Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 84

The VP of Account Management at Universal Containers has requested that all Contacts' mailing postal codes match the associated account's shipping postal code.

How can this be enforced using validation rules?

- A. Create a validation rule using a Not Equal operator.
- B. Create a validation rule using a Compare operator.
- C. Create a validation rule using the DISTANCE() function.
- D. Create a validation rule using the GEOLOCATION() function.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 85 Which two may occur if workflow rules are reevaluated after a field change by a field update? (Choose two.)

Workflow rules trigger more workflow rules to be re-evaluated.

A recursive loop potentially results in exceeding governor limits. C.
Workflow rules trigger validation rules on field updates.
D. Cross-object workflow rules result in re-evaluation after field change.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 86 Which two are true statements about record types? (Choose two.)

- A. They can be used to control user role hierarchy.
- B. They allow different page layouts and mandatory fields.
- C. They can be enabled by profile and permission set.
- D. They allow different picklist values for all picklist fields.

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 87

Sales representatives want to capture custom Feedback record details related to each Account. The sales reps want to accomplish this with minimal clicks on the Salesforce Mobile Application. Which two solutions should be recommended in order to meet this requirement? (Choose two.)

- A. Create a global action on Account.
- B. Create an object-specific action on Account.
- C. Create a feedback object as a parent of Account.
- D. Create predefined values for most of the fields.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 88

The app builder at Universal Containers has been asked to ensure that the Country field on the Account object is captured as the two-letter abbreviation.

How can the app builder satisfy this requirement?

- A. Create a validation rule to set values using an external data source.
- B. Create a workflow rule that only allows the expected format.
- C. Create a validation rule that only allows the expected format.
- D. Create a workflow rule to set values using an external data source.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

A.

B.

QUESTION 89

An app builder has been requested to extend record access beyond the organization-wide defaults configured.

Which two features satisfy this requirement? (Choose two.)

- A. Using Sharing Rules.
- B. Using Manual Sharing Rules.
- C. Using Dynamic Role Hierarchy.
- D. Using Public Groups.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 90 Universal Containers sales reps can modify fields on an Opportunity until it is closed. Only the Sales Operations team can modify the Post-Close Follow-up Date and Post-Close Follow-up Comments fields.

How can these requirements be met?

- A. Use multiple record types, page layouts, and profiles.
- B. Use field-level security on page layouts to restrict editing fields.
- C. Use record types with field sets and restrict editing fields using field-level security.
- D. Use field-level security to mark fields as read-only on the Sales profile.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 91 Universal Containers has purchased a Lightning Component on the AppExchange.

In which two areas can these Components be utilized? (Choose two.)

- A. Standalone Lightning App
- B. Flow Builder
- C. Process Builder
- D. Salesforce Mobile App

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 92 Universal Containers uses a custom object to track Projects. When the status of a Project is changed from "In Progress" to "On Hold", the business wants the Project owner to be automatically assigned to an "On Hold" queue.

What capability can be used to accomplish this?

- Quick Action
- Workflow Rule

- C. Assignment Rule
- D. Escalation Rule

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 93

A custom field contains a feedback score which is on a scale of one to five. End users would like a visual indicator of one to five stars based on the number found in the feedback score custom field.

How can this visual indicator be displayed?

- A. Use a custom number field.
- B. Use a custom image field.
- C. Use a custom formula field.
- D. Use a custom text field.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 94

Universal Containers is importing 10,000 contact records in Salesforce. They want to avoid duplicate records from being created during the import.

How can this requirement be met?

- A. When importing the file, select the "Prevent Duplicates" option on the last step of the Data Loader.
- B. Include in a column in the import file that corresponds to a field in Salesforce that requires unique values.
- C. After importing all the contacts, run a duplicate check report, export the report to a CSV file, and run a mass delete to purge any duplicates.
- D. After importing all of the contact records, review all records created and manually merge or delete any duplicate records.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 95

A new custom object is begin created with a private sharing setting. The business wants to share individual records with specific people or groups of people on a case-by-case basis.

Which three options does the business user have to manually share individual records? (Choose three.)

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

Correct Answer: BCD

Section: (none)

Explanation

A.

B.

Explanation/Reference:

QUESTION 96 When configuring a record type, an app builder can configure the available value of a picklist field for the page layout.

Which two Opportunity standard fields are available to be configured directly in the Opportunity record type? (Choose two.)

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

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 97 Which two are key considerations when using Unmanaged packages? (Choose two.)

- A. The person who created the Unmanaged package can change or upgrade installed components.
- B. A namespace is required to create an Unmanaged package.
- C. A namespace is not required to create an Unmanaged package.
- D. The person who created the Unmanaged package has no control over the installed components.

Correct Answer: CD

Section: (none)

Explanation



Explanation/Reference:

QUESTION 98 In Salesforce Classic, which three use cases can be accomplished using a custom link? (Choose three.)

- A. Navigate to a create a record page with fields pre-populated.
- B. Navigate to an Apex Trigger to update the current record.
- C. Navigate to a process to update the current record.
- D. Navigate to a custom Visual Flow to update the current record.
- E. Navigate to an external system using data in Salesforce.

Correct Answer: ACE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 99

An app builder needs to change the data types of a few custom fields. The app builder is not able to delete and recreate any of the fields, nor modify any Apex code.

What data type change will require the app builder to perform additional steps in order to retain existing functionality?

Changing the data type of a field used in lead conversion from number to text.

Changing the data type of a field used as an External ID from number to text. C.
Changing the data type of a field used in an Apex class from number to text.
D. Changing the data type of a field used in a report from text to an encrypted field.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 100

A customer service representative at a call center would like to be able to collect information from customers using a series of question prompts.

What could be used to accomplish this?

- A. Workflow Rules
- B. Salesforce Connect
- C. Flow
- D. Process Builder

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 101

An app builder has been asked to provide users a way to identify a Contact's "Preferred Contact Method" directly on the Contact record. Users need to be able to identify whether a phone number or an e-mail is the Contact's preferred communication method.

What field type will allow the app builder to accomplish this with the fewest fields possible?

- A. Picklist
- B. E-mail
- C. Checkboxes
- D. Formula

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 102

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, and should have read and write access to all Opportunities.

Which two are recommended solutions for the app builder to give the users appropriate access? (Choose two.)

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

Correct Answer: BC

A.

Section: (none)

Explanation

Explanation/Reference:

QUESTION 103

Universal Containers 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.

What is the recommended solution to configure this automation behavior?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 104

Universal Containers conducts evaluations of its sales reps using a custom object consisting of numerical scores and executive comments. The company wants to ensure that only the sales reps, their managers, and their manager's executives can view the rep's evaluation record, but the reps should not be able to view the executive comment fields on their review.

How can these requirements 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 settings; 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 settings; manage field access with record types and page layouts.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 105

Which two statements are true about field update actions from workflow rules and approval processes? (Choose two.)

- A. Field updates are tracked in the History related list of a record regardless of whether or not history tracking is set for those fields.
- B. Field updates to records based on workflow rules and approval processes do not trigger Validation Rules.
- C. Field updates are not available on currency fields if the organization uses multi-currency.
- D. Field updates with "Re-evaluate Workflow Rules" selected can cause a recursive loop if the update field is included in a workflow.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 106

Which two objects can be members of a Campaign? (Choose two.)

- A. Opportunity

- B. Account
- C. Lead
- D. Contact

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 107

At Universal Containers, the VP of Service has requested a visual indicator flag on each case, based on the case priority. High-priority case should be flagged red, medium-priority should be flagged yellow, and low-priority cases should be flagged green.

Which two formulas will accomplish this requirement? (Choose two.)

- A. IMAGE(CASE(Priority, "Low", "/img/samples/flag_green.gif", "Medium", "/img/samples/flag_yellow.gif", "High", "img/samples/flag_red.gif", "/s.gif"), "Priority Flag")
- B. 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")))
- C. CASE(Priority, "Low", "/img/samples/flag_green.gif", "Medium", "/img/samples/flag_yellow.gif", "High", "img/samples/flag_red.gif", "/s.gif")
- D. 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", "/s.gif"))), "Priority Flag")

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 108

The Director of Customer Services wants to know when agents are overwhelmed with high-priority items in the support queue. The Director wants to receive a notification when a new case is open with the status of "New" for more than four business hours.

Which two automation processes should be used to accomplish this? (Choose two.)

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

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 109 Which three statements are true about converting a Lead?

(Choose three.)

- A. The system automatically maps standard lead fields to standard account, contact, and opportunity fields.
- B. Administrators may choose whether to enforce validation rules and triggers.
- C. Multi-select picklist values on Lead records overwrite values on Contact's corresponding field.
- D. Users can convert leads that are associated with an active approval process.
- E. The Lead's most recent campaign record is automatically applied to the "Primary Campaign Source" field on the opportunity.

Correct Answer: ABE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 110

The organization-wide default for a custom object is set to private. The Supervisor profile grants view access to the same object. A user with the Supervisor profile is also listed as the Manager on the user detail records for a subordinate. However, the Supervisor still cannot view records owned by the subordinate.

Which two issues are preventing the Supervisor from viewing records owned by the subordinate? (Choose two.)

- A. Organization-wide settings for the custom object grant access to other users with the same role.
- B. The Supervisor requires a permission set in order to view the subordinate's records.
- C. The Supervisor's role is not above the subordinate's role in the hierarchy.
- D. Organization-wide settings for the custom object do not grant access using hierarchy.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 111

A custom object named Assignment has private sharing setting that grants access using hierarchies. The organization has a role hierarchy where each Territory Manager reports to an Area Manager, who reports to a VP of Sales. The VP of Sales is at the top of the role hierarchy. A user who is in the Area Manager role creates a new Assignment record.

Who can see this record?

- A. The record owner only.
- B. The record owner and the VP of Sales.
- C. The record owner and all of the other Area Managers.
- D. The record owner and all of the Territory Managers in their hierarchy.



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 112

The app builder at Universal Containers has been asked to ensure that when an Opportunity record exceeding \$20k is being saved, details have been captured in the Comments field.

What can be used to meet this requirement?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 113 The VP of Marketing wants to broadcast an e-mail to 10,000 contacts in Salesforce on a regular basis, but realizes Salesforce's mass e-mail functionality has a limitation on the number of e-mails that can be sent each day.

What action should the app builder take?

- A. Request Salesforce increase the number of maximum daily e-mails.
- B. Download all Contacts to a CSV file and use an e-mail client to send the e-mails.
- C. Develop Apex code and Visualforce pages to send the e-mails.
- D. Research and evaluate products available on AppExchange to send mass e-mails.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 114 An app builder is loading data into Salesforce. To link 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 two fields attributes should be selected? (Choose two.)

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

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:



QUESTION 115 Which two are features of Schema Builder? (Choose two.)

- A. To create new relationships on standard and custom objects.
- B. To create a Geolocation custom field on custom objects.
- C. To view and edit custom field level permissions.
- D. To modify properties on standard and custom objects.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 116

Launch a troubleshooting wizard from a button, at the end of which a knowledge article is created if it'd be helpful to other users.

Which tool would you use for the following use case?

- A. Process builder
- B. Flow
- C. Workflow
- D. Approvals

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 117

When an opportunity has a discount of more than 40%, notify the CEO via e-mail and request sign-off. Provide a way for the CEO to leave comments.

Which tool would you use for the following use case?

- A. Process builder
- B. Flow
- C. Workflow
- D. Approvals

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 118 When an opportunity closes, close all activities related to that opportunity automatically and create a renewal opportunity.

Which tool would you use for the following use case?

- A. Process builder
- B. Flow
- C. Workflow
- D. Approvals

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 119

As an account's expiration approaches, send recurring e-mail notifications to the owner (2 weeks before, 1 week before, 3 days before, and 1 day before).

Which tool would you use for the following use case?

- A. Process builder
- B. Flow
- C. Workflow
- D. Approvals

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 120 You can configure access to data at all of the following levels, except _____.

- A. Organization
- B. Objects
- C. Page layouts

D. Records

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 121 You can secure data at the organization level, using all of these methods, except _____.

- A. Limit Login IP addresses
- B. Limit Login Hours
- C. Set password policies
- D. Use hardware token

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 122 Which of these is not a method for controlling record-level access?

- A. Organization-Wide Defaults
- B. Role Hierarchy
- C. Profiles
- D. Sharing Rules



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 123 How can you control object level access? (Choose two.)

- A. Profiles
- B. Permission Sets
- C. Roles
- D. Groups
- E. OWD

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 124 Where can a Standard Lightning Component be placed in the Lightning app builder tool?

- A. Canvas

- B. Console Layout
- C. Mini Page Layout
- D. Mobile Card

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 125 Universal Container's app builder needs to display an account's rating on all contacts related to that account.

Which formula is valid in a text formula field on the contact to display the appropriate value? (Choose two.)

- A. CASE(Account.Rating, Hot, Hot, Warm, Warm, Cold, Cold, Not Rated)
- B. CASE(Account.Rating, "Hot", "Hot", "Warm", "Warm", "Cold", "Cold", "Not Rated")
- C. Account.Rating
- D. Text(Account.Rating)

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 126 Universal Containers has limited in-house development resources, but would like to support online payment processing for its products.

What is the recommended solution to meet this requirement?

- A. Configure price books, products, and payment schedules to enable this capability.
- B. Work with developers to develop custom code for payment processing.
- C. Configure Outbound Messaging to send a message to an external Payment Gateway.
- D. Install an AppExchange product to provide Payment Gateway processing.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 127 Universal Containers needs to create a roll-up summary field on a custom object that counts the number of related records on another custom object.

What type of field must exist before the roll-up summary can be created, and where should it be located?

- A. A lookup relationship field on the parent object.
- B. A lookup relationship field on the child object.
- C. A master-detail relationship field on the parent object.
- D. A master-detail relationship field on the child object.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 128

Universal Containers needs to set the record type for a converted lead's Account, Contact, and Opportunity based on the user who is converting the lead.

How can this be accomplished?

- A. Set the default record types for each Profile for Account Contact, and Opportunity to the desired record type for converted records.
- B. Set the default record types for each Role for Account, Contact, and Opportunity to the desired record type for converted records.
- C. Set the master record types for each Profile for Account, Contact, and Opportunity to the desired record type for converted records.
- D. Set the master record types for each Role for Account, Contact, and Opportunity to the desired record type for converted records.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 129 Which of these statements is true for Lightning Connect?

- A. No external data is imported into your Salesforce org.
- B. External data is read in real time when you request it.
- C. It can be used with any data source that supports OData 2.0.
- D. All of the above.

Correct Answer: D

Section: (none)

Explanation



Explanation/Reference:

QUESTION 130 Which of these is NOT an appropriate use case for Lightning Connect?

- A. You want to integrate external data without writing custom code.
- B. The external data is changing frequently.
- C. You need to setup workflows and triggers for the external data.
- D. You only need real-time access to a small fraction of the external data.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 131

In which of these scenarios is ETL a better choice than Lightning Connect?

- A. You need to create or update the external data in addition to reading it.
- B. You need the external data to follow the sharing rules defined for your organization.
- C. You want to generate reports and charts from the external data.
- D. All of the above.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 132 Which of these is NOT true about external objects?

- A. They integrate with Salesforce APIs, Apex, Visualforce, and Chatter.
- B. They can be related to other objects.
- C. You can use them in formula fields.
- D. They are automatically viewable in the Salesforce Mobile App.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 133 Users can get Salesforce in all of the following ways except _____.

- A. As a mobile browser app that runs in supported browsers.
- B. As a downloadable app from Google Play.
- C. As a downloadable app from www.salesforce.com
- D. As a downloadable app from the Apple App Store.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 134 The Salesforce user interface includes all of these key elements except _____.

- A. Feed
- B. Action Bar
- C. Navigation Menu
- D. Widgets page
- E. Record view

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 135

When should you refresh a sandbox?

- A. 3 Hours before you need it.
- B. When you are finished with the current sandbox.
- C. 10 Days after an implementation.
- D. Anytime.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 136 What is true about dashboard filters? (Choose three.)

- A. Filters can be added to dashboards that contain Visualforce components.
- B. It's not possible to filter on bucket fields.
- C. Filters aren't applied when you schedule or e-mail a dashboard.
- D. You can't filter data on a joined report in dashboard view or add a filter to a dashboard that only has joined reports.

Correct Answer: BCD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 137 A manager wants to embed charts into his accounts object in one-page layout.

How many charts can you embed for him?

- A. 3
- B. 2
- C. 4
- D. 1



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 138 What are the two types of packages? (Choose two.)

- A. Unmanaged
- B. Named
- C. Managed
- D. Upgraded

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 139 What should you do when a user requests a report?

- A. Ask follow-up questions, to get all the requirements.
- B. Document the user's requirements.

- C. Map the user's requirements to report criteria.
- D. All of the above.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 140 You can control access to report folders based on _____.

- A. Permissions, roles, and public groups.
- B. Public groups, organization-wide defaults, and IP restrictions.
- C. Password settings, permissions, and user settings.
- D. All of the above.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 141 When you specify a single running user of a dashboard, that user _____.

- A. Is the only one who can post a snapshot of the dashboard to Chatter.
- B. Determines which data is displayed on the dashboard, due to the user's security settings.
- C. Must be the same person who created the report.
- D. Must have the "View All Data" permission.



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 142

DRAG DROP

In what order does Salesforce process rules?

Match the rules from the left column with their appropriate order in the right column.

Select and Place:

Correct Answer:

Section: (none)

Explanation

Explanation/Reference:

QUESTION 143 All of the following are advantages of the Schema Builder except _____.

- A. All object and field relationship details are available from one screen.
- B. You can view fields and relationships for custom, but not standard objects.
- C. Schema Builder shows details like field values, required fields, and how objects are related.
- D. It's easy to build objects and fields directly from the Schema Builder, allowing you to visualize and change relationships with ease.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 144 What should be done to create a custom object from the Schema Builder?

- A. From the Objects tab, select New>Object.
- B. From the Elements tab, drag Object onto the canvas.
- C. Right-click in the canvas and select "New Object".

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 145 What should be done to create a custom field from the Schema Builder?

- A. From the Objects tab, select New>Field.
- B. From the Elements tab, drag a field type onto the canvas.
- C. In the canvas, right-click an object and select "New Field".

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 146 To leverage flows you need to _____.

- A. Have Run Flows permission enabled.
- B. Have access to the Visualforce page the flow uses.
- C. The flow must be active.
- D. All of the above.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 147 Which three statements are true about Master-Detail relationships? (Choose three.)

- A. You can't convert it if there is a roll-up summary field.

- B. Converting a look-up to master detail changes the OWD to Controlled by Parent.
- C. A look-up can be converted to a master detail if there are existing records with null values.
- D. SF displays a waiting page after you request to change a master detail to a look-up or vice versa.

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 148 What happens when you convert a picklist to a multi-select picklist? (Choose two.)

- A. Values are retained.
- B. Values not in the picklist are deleted from existing records when the data type changes.
- C. Data is lost.
- D. You can't convert to a multi-select picklist.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 149 If data is lost, any list view based on the custom field will be deleted, and assignment and escalation rules may be affected.

- A. True
- B. False



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 150 You can convert a Text Area(Long) to E-mail, Phone, Text, Text Area or URL without data loss.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 151 You cannot change auto number to text and vice versa and not lose your data.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 152 You can have multiple records with the same external ID.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: It is not recommended, as it will defeat the purpose of the external id.

QUESTION 153 What is true about a master detail relationship?
(Choose three.)

- A. To create multilevel master-detail relationships, you need the "Customize Application" user permission.
- B. Standard objects can't be on the detail side of a custom object in a master-detail relationship.
- C. You can create a master-detail relationship if the custom object already contains data.
- D. You can create a relationship as a lookup and then convert it to master-detail if the lookup field in all records contains a value.
- E. By default, records can be reparented master-detail relationships.

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 154 What is true about Junction objects?

- A. Junction object records are deleted when either associated master record is deleted and placed in the Recycle Bin.
- B. If both associated master records are deleted, the junction object record is deleted permanently and can't be restored.
- C. The first master-detail relationship you create on your junction object becomes the primary relationship.
- D. All of the above.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 155 What type of relationships can you create on External Objects?
(Choose all that apply.)

- A. Lookup
- B. External lookup
- C. Indirect lookup
- D. Direct lookup
- E. All of the above

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 156 Indirect lookup relationship fields can be created on external objects only.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 157 What is true about external lookup relationship fields?
(Choose all that apply.)

- A. Lookup filters are available for external lookup relationship fields.
- B. Cascade-delete isn't available for external object relationships.
- C. Only objects that have a custom field with the External ID and Unique attributes are available as parent objects in indirect lookup relationships.
- D. All of the above.

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 158 Each workflow rule applies to a single object.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 159 What is true for all custom and some standard objects?

- A. You can create workflow and approval actions where a change to a detail record updates a field on the related master record.
- B. Cross-object field updates work for custom-to-custom master-detail relationships, custom-to-standard master-detail relationships.
- C. Cross-object field updates work for a few standard-to-standard master-detail relationships.
- D. All of the above.

Correct Answer: D

Section: (none)

Explanation



Explanation/Reference:

QUESTION 160 Workflow rules on custom objects are NOT automatically deleted if the custom object is deleted.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 161 What order does SF process rules?

- A. Validation rules, assignment rules, workflow rules, auto-response rules, escalation rules.
- B. Validation rules, assignment rules, auto-response rules, workflow rules, escalation rules.
- C. Escalation rules, Validation rules, assignment rules, auto-response rules, workflow rules.
- D. Auto-response rules, Validation rules, assignment rules, workflow rules, escalation rules.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 162 What is true about Workflow rules?
(Choose all that apply.)

- A. Saving or creating records can trigger more than one rule.
- B. Workflow rules only trigger on converted leads if validation and triggers for lead convert are enabled in your organization.
- C. Workflow rules trigger automatically and are visible to the user.
- D. Workflow rules can't be triggered by campaign statistic fields, including individual campaign statistics and campaign hierarchy statistics.

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 163 What are the limitations of workflow rules?

- A. You can't create e-mail alerts for workflow rules on activities.
- B. You can't package workflow rules with time triggers.
- C. You can't create outbound messages for workflow rules on junction objects.
- D. All of the above.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 164 What is true about validation rules?

(Choose all that apply.)

- A. When one validation rule fails, Salesforce continues to check any additional validation rules on that field or any other field on the page and displays all appropriate error messages at once.
- B. Campaign hierarchies follow validation rules.
- C. Validation rules are only enforced during lead conversion if "validation and triggers for lead conversion" are enabled in your organization.
- D. Salesforce runs validation rules before creating records submitted via Web-to-Lead and Web-to-Case, and only creates records that have valid values.

Correct Answer: ACD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 165 You should use a lookup filter if

_____. (Choose two.)

- A. You want to improve user efficiency by limiting the number of available options in a lookup search dialog.
- B. You are close to the maximum number of lookup filters allowed.
- C. You want to improve user efficiency by automating filters on lookup search dialogs that your users manually set.
- D. You must implement a complex business rule that requires you to use a formula. Formulas can reference fields that basic filter criteria can't reference, such as fields on the parent of the source object. Formulas can also use functions. For example, use ISNEW if the rule should only apply on record creation, or ISCHANGED if the rule should apply when a field changes.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:



QUESTION 166 You should use a Validation rule if

_____. (Choose two.)

- A. You want to improve user efficiency by limiting the number of available options in a lookup search dialog.
- B. You are close to the maximum number of lookup filters allowed.
- C. You want to improve user efficiency by automating filters on lookup search dialogs that your users manually set.
- D. You must implement a complex business rule that requires you to use a formula. Formulas can reference fields that basic filter criteria can't reference, such as fields on the parent of the source object. Formulas can also use functions. For example, use ISNEW if the rule should only apply on record creation, or ISCHANGED if the rule should apply when a field changes.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 167 What type of sandbox should you use for full performance and load testing?

- A. Developer
- B. Partial Copy
- C. Full Sandbox
- D. Developer Pro

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 168 What sandbox should you use for data load and integration testing?

- A. Developer
- B. Partial Copy
- C. Full Sandbox
- D. Developer Pro

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 169 What sandbox is used for virtually any development, testing, or training purpose?

- A. Developer
- B. Partial Copy
- C. Full Sandbox
- D. Developer Pro

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 170

The sandbox copy engine creates an organization as part of each creation and refresh request. So, the organization ID of your sandbox changes each time your sandbox is refreshed.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 171 What happens to user information when a sandbox is created? (Choose two.)

- A. The sandbox name is appended to the username.
- B. If the resulting username is not unique, a second modification is performed in which some characters and digits are prepended to the modified username.
- C. User e-mail addresses are NOT modified in your sandbox so that production users don't receive automatically generated e-mail messages from the sandbox.
- D. All of the above.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 172 New and refreshed sandboxes have the default e-mail deliverability setting System e-mail only.

What are the other options? (Choose three.)

- A. No access
- B. System e-mail only
- C. All access
- D. All e-mail

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 173

What is true about unmanaged packages?

- A. Once the components are installed from an unmanaged package, the components can be edited in the organization they are installed in.
- B. The developer who created and uploaded the unmanaged package has no control over the installed components, and can't change or upgrade them.
- C. Unmanaged packages should not be used to migrate components from a sandbox to production organization. Instead, use Change Sets.
- D. All of the above.

Correct Answer: D

Section: (none)

Explanation



Explanation/Reference:

QUESTION 174 What is true about change sets? (Choose two.)

- A. Change sets can only contain modifications you can make through the Setup menu.
- B. They contain data such as records.
- C. Change sets can only be sent between organizations that are affiliated with a production organization.
- D. All of the above.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 175 What are use cases for Validation Rules?

- A. Enforce conditionally required fields
- B. Enforce proper data format
- C. Enforce consistency
- D. Prevent data loss
- E. All of the above

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:

QUESTION 176 What are the steps for creating a dynamic approval process?

- A. Create (user) lookup fields on the object being approved, Create a custom object as an approval matrix, Populate the approval matrix record, Create Apex code to populate the user fields from the approval matrix record, Create or update an approval process to utilize the new lookup fields. B. Create standard object as an approval matrix.
C. Create an approval process.
D. All of the above.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 177 For an external object relationship, you can create a lookup relationship.

What type of object(s) can be the parent?

- A. External
B. Standard or Custom
C. Standard or External
D. Custom



Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

Explanation: For a lookup you can only have standard or custom objects as the parent, but can have all 3 as the child.

QUESTION 178

For an external object relationship, you can create an indirect lookup relationship.

What type of object(s) can be the parent?

- A. External
B. Standard or Custom
C. Standard or External
D. Custom

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

Explanation: For an indirect lookup you can have standard or custom objects as the parent, but can only have an external object as the child. Does not require a Salesforce ID.

QUESTION 179

A Lightning component is a compact, configurable, and reusable element that you can drag and drop onto a Lightning Page in the Lightning app builder.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 180 What are the standard Lightning components?

- A. Filter List
- B. Recent Items
- C. Report Chart
- D. Rich Text
- E. Visualforce Page
- F. All of the above

Correct Answer: F

Section: (none)

Explanation

Explanation/Reference:

QUESTION 181 A lightning Page is _____.

- A. A compact, configurable, and reusable element.
- B. A custom layout for creating pages in Salesforce.
- C. The new name for a SF page layout.
- D. A page you can access via a customer community.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 182 What can you build with the Lightning app builder?

- A. At-a-glance, dashboard-style apps.
- B. Apps optimized for a particular task.
- C. Simple, single-page apps with drill-down capability.
- D. All of the above.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 183 Actions on a Lightning Page allow you to _____.

- A. Send e-mail, create a task, and create or update records.
- B. Send e-mail and delete or clone records.
- C. Clone records, add users, and assign permissions.
- D. Send e-mail, send outbound messages, and launch a flow.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 184 Use the data import wizard when _____. (Choose three.)

- A. You need to load less than 50,000 records.
- B. The objects you need to import are supported by the wizard.
- C. You want to schedule regular data loads, such as nightly imports.
- D. You don't need the import process to be automate.

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 185

Use Data Loader when _____. (Choose three.)

- A. You need to load 50,000 to five million records. If you need to load more than 5 million records, we recommend you work with a Salesforce partner or visit the AppExchange for a suitable partner product.
- B. You don't need the import process to be automated.
- C. You need to load into an object that is not supported by the Data Import Wizard.
- D. You want to schedule regular data loads, such as nightly imports.

Correct Answer: ACD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 186 What objects are supported by the Import Wizard?

- A. Contacts
- B. Leads
- C. Accounts
- D. Custom objects
- E. Solutions
- F. All of the above

Correct Answer: F

Section: (none)

Explanation

Explanation/Reference:

QUESTION 187 You can export data from Salesforce using any of the following methods except _____.

- A. Use the data Manager tool to manually request an export of all the data in your organization.
- B. Use the data Export wizard within SF to export data manually or automatically.
- C. Use the data loader client application.
- D. Log a case with SF.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 188 When using the Data Export Wizard to manually export data, you can only export data if _____.

- A. Your data doesn't include attachments, images, or documents.
- B. You've installed a client application to export the data.
- C. Enough time has passed since your last export.
- D. You are an Admin.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 189 When scheduling automatic data exporting with the Data Export Wizard, you must specify all of the following except _____.

- A. Start and end dates
- B. Time of day
- C. Number of attachments
- D. Frequency, if your organization supports monthly exports

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 190 If any of the triggered workflow rules result in another field update that's also enabled for workflow rule re-evaluation, a domino effect occurs, and more workflow rules can be re-evaluated as a result of the newly-triggered field update.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: This cascade of workflow rule re-evaluation and triggering can happen up to five times after the initial field update that started it.

QUESTION 191

Recursive triggers may cause your organization to exceed its limit for workflow time triggers per hour.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 192 When do you need to refresh a sandbox? (Choose two.)

- A. 3 Hours before you need it.
- B. When modification have been made to the production organization.
- C. Anytime.
- D. When you are done making changes to it.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 193 Which of the following can you create safely in a production organization?

- A. Apex Classes
- B. Triggers
- C. Custom Apex Controllers for Visualforce Pages
- D. Reports and dashboards

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 194 Which of the following are good ways to track changes in production?

- A. Diff the metadata.
- B. Use a change log request form.
- C. Check the setup audit trail every week.
- D. All of the above.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 195 Ideally, who should be in charge of logging all changes in production?

- A. Product Manager
- B. Administrator
- C. QA Engineer
- D. Developer

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 196 You've developed some new functionality in production, but there are concurrent development projects in a developer sandbox.

What's the best way to make sure the changes in production and projects in development are both merged?

- A. Simply refresh the developer sandbox.
- B. Copy all of the sandbox metadata to a file system, then refresh the developer sandbox, and finally deploy all the metadata to the developer sandbox.
- C. Create a new sandbox, and then deploy from your developer sandbox to the new sandbox.
- D. None of the above.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 197 When is it advisable to use a full-copy sandbox?

- A. For training users on new features.
- B. Staging before final deployment.
- C. Performance and load testing.
- D. All of the above.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 198 You have a team of developers who need logins to sandbox.

What's the best way to give them access?

- A. Create them as inactive users in production.
- B. Have them login as one of the users in production.
- C. Create them as users in sandbox, then deactivate the same number of users in production.
- D. Use Developer Edition to log into sandbox.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 199 Standard picklist fields can be controlling.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: Standard picklist fields can be controlling fields but not dependent fields.

QUESTION 200

Universal container has included its orders as an external data object into Salesforce. You want to create a relationship between Accounts and the Orders object (one-to-many relationship) leveraging a key field for account which is on both external object and Account.

Which relationship do you create?

- A. Lookup Relationship
- B. Hierarchical Relationship
- C. Master Detail
- D. Indirect Lookup Relationship
- E. External Lookup Relationship



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 201 What can you build with the Lightning Components framework?

- A. A standalone app.
- B. Components for the Salesforce app.
- C. Custom components that override and extend the Salesforce1 app.
- D. All of the above.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 202 How is the Lightning Component framework different from Visualforce?

- A. The framework can be used to build mobile apps only.
- B. The framework is client-side centric, while Visualforce relies on server calls.
- C. They are both useful in building components, but Visualforce has a simpler markup.
- D. None of the above.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 203 Which of the following descriptions about the Lightning Components framework is true?

- A. It uses JavaScript on the client side and Apex on the server side.
- B. It uses events to communicate data between components.
- C. It uses a stateful client and stateless server architecture.
- D. All of the above.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 204 What is true regarding person accounts in Salesforce? (Choose two.)

- A. Person accounts do not have a "Parent Account" field.
- B. Person accounts do not have the Account Hierarchy feature.
- C. Person Accounts can be enabled in setup.
- D. Person accounts can have contacts.
- E. Leads cannot be converted to Person Accounts.



Correct Answer: AB
Section: (none)
Explanation
Explanation/Reference:

QUESTION 205 A custom app can include one or more custom tabs.

What kind of custom tabs can be included in an application?

- A. Lightning Page Tab B. Visualforce Tab
- C. Custom Object Tab
- D. All of the Above

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 206

Universal Containers are doing a deep analysis on their monthly sales data, and would like the sales revenue split as products sold per country.

What would be the ideal report to address this need?

- A. Tabular
- B. Summar
- C. Matric
- D. Joined

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 207

You are building a project mgmt app. According to the design given to you, a project must store info regarding the various functional modules under it. Each functional module must store info regarding responsibility assigned to each developer. Info about the responsibility must have info about the due date and status.

What could be the most optimal model to achieve this?

- A. Create a Project object then Modules as a child object. Add Tasks to Modules.
- B. Create a Project then add Tasks to it. Define Modules as a field on Task.
- C. Create Project, Module, Responsibility as parent, child and grandchild objects.
- D. Create Project and Module objects then Responsibility as a junction object.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 208 What is not a capability of the lead object? (Choose two.)

- A. Standard or Custom fields can be mapped to fields in the Account, Contact and Opportunity objects as part of lead conversion.
- B. Leads can be grouped into queues.
- C. Leads can be automatically assigned to users or queues.
- D. Custom objects that have been related to a lead can be copied when a lead is converted to the account, contact or opportunity.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 209

Universal Containers is using SF to manage travel requests. They would like to enable managers to approve travel requests via e-mail.

What is true regarding e-mail approval responses?

- A. Approvers must the "API Enabled" system permission.
- B. Approval Comments cannot be added in the e-mail response.
- C. Approvers must click a link in the approval e-mail.
- D. If the request is rejected, the approver must add the rejection comments directly in SF.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 210

You need to ensure that the value in a custom field "Source Country" is validated against the standard list of ISO countries that are valid for the particular type of order, when the order is saved.

What is the best way to achieve this requirement?

- A. Create a validation rule using a CASE statement.
- B. Create a validation rule using the VLOOKUP function.
- C. Create a before trigger and validate the value using APEX code.
- D. Create an after trigger and validate the value using APEX code.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 211 When activating a page in the Lightning app builder, what declarative options are available?

(Choose three.)

- A. Select a tab icon for the page.
- B. Select the tab color.
- C. Set the tab visibility.
- D. Set the tab order in the navigation menu.

Correct Answer: ACD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 212 SF can connect social profiles to all of the following objects except _____.

- A. Leads
- B. Person Accounts
- C. Business Accounts
- D. Contacts
- E. Users

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

QUESTION 213

You need to provide a way to invoke a custom report from the account detail page. The report should render values that are specific to the account in context.

What are the best options? (Choose two.)

- A. Detail Page Button
- B. List Button
- C. Detail Page Links
- D. Visualforce



Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 214 What external relationship requires a Salesforce ID in the external data?

- A. External Lookup
- B. Indirect Lookup
- C. Lookup
- D. Master Detail

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 215 For an external object relationship, you can create an external lookup relationship.

What type of object(s) can be the parent?

- A. External
- B. Standard or Custom
- C. Standard or External
- D. Custom



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: For an external lookup you can only have an external object as the parent, but can have all 3 as the child. Does not require a Salesforce ID.

QUESTION 216 Which of the following sequences of milestones would represent a typical application lifecycle?

- A. Development, Integration Testing, User Acceptance Testing, Staging, Product Migration.
- B. Development, User Acceptance Testing, Production Migration.
- C. Development, Training, User Acceptance Testing, Staging, Production Migration.
- D. Development, Integration Testing, User Acceptance Testing, Regression Testing, Production Migration.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 217 Which Social Account features can be accessed from SF1?

- A. LinkedIn

- B. YouTube
- C. Facebook
- D. Twitter
- E. All of the above

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 218

You have a requirement to ensure that if the discount field on an opp is greater than 30%, the record should be automatically submitted for Approval.

Which of the following would help you meet this requirement? (Choose two.)

- A. Approval Process
- B. Workflow
- C. Process Builder
- D. Visual Workflow

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:



QUESTION 219

What is not true regarding relating Tasks and Events to other objects?

- A. Accounts are associated via the WhatID or AccountID.
- B. Leads are associated via the WhoID.
- C. Custom Objects are associated via the What ID.
- D. Assets are associated via the WhatID.
- E. Contacts are associated via the WhatID.

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation: Contacts are associated via the WhatID.

QUESTION 220 Contracts must be approved before the status is set to Finalized.

How can this requirement be met?

- A. Add a final approval action in the approval process to update a field on the contract and use a validation rule to check this field when the contract status is changed to Finalized.
- B. Use a trigger on the contract object to check the contract has been approved when the status is changed.
- C. Use Process Builder to check the contract is approved when the contract is edited and the status is set to Finalized.
- D. Add a validation action in the approval process to ensure the status is not set to "Finalized" before the contract is approve.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 221 What is true regarding changing the field type of a rich text area?

- A. It is not possible to change the field type of a rich text area.
- B. Rich text area fields can be converted but only to a long text area field type.
- C. Images in a rich text area are deleted when the field type is converted.
- D. Rich text area fields can be converted to a text area field type but data may be truncate.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 222

Universal Containers provides access to Salesforce for their sales, service and marketing teams. Management wants to ensure that when users log in, their home tab provides access to links and documentation that are specifically relevant to their job function.

How can this requirement be met?

- A. Create separate home page custom components and layouts; assign to users by role.
- B. Create separate home page custom components and layouts; assign to users by profile.
- C. Expose specific elements within a home page custom component determined by role.
- D. Expose specific elements within a home page custom components determined by profile.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 223 Which capability allows an app builder to grant object-level access? (Choose two.)

- A. Assigning a user a Profile that allows Read access to an object.
- B. Assigning a user a Public Group that allows for Read and Edit access to an object.
- C. Assigning a user a Permission Set that allows Read and Edit access to an object.
- D. Assigning a user a Role that allows Read access to an object.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 224 Universal containers would like to use a chatter group for their mergers and acquisition team to collaborate on potential new projects. This group should not be visible for non-members to see or join, and can be accessed by invite only.

Which chatter Group type should the app builder recommend?

- A. Member Group
- B. Unlisted Group



- C. Public Group
- D. Private Group

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 225 Which statement is true when defining a Create custom action for the Contact object? (Choose two.)

- A. The create action will ignore field requirements.
- B. The create action can pre-define Contact field values.
- C. The create action allows a user to select a record type.
- D. The create action will respect validation rules.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 226

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.

What are two ways to satisfy this requirement? (Choose two.) A. Use flow with outbound message.

- B. Use a process and apex code.
- C. Use a process and an outbound message.
- D. Use workflow with an outbound message.



Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 227 An app builder wants to prevent users from creating new records on an account related list by overriding standard buttons.

Which two aspects should be considered before overriding standard buttons? (Choose two.)

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

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If a button isn't available for overrides, you can still hide it on the page layout.

For each experience—Salesforce Classic, Lightning Experience, or mobile—click the type of override you want associated with the action Visualforce page—Use the behavior from a Visualforce page.

References:

https://help.salesforce.com/articleView?id=links_override_considerations.htm&type=5

https://help.salesforce.com/articleView?id=links_customize_override.htm&type=5

QUESTION 228 What are two reasons to create unmanaged packages? (Choose two.)

- A. Deploying from a Developer Edition environment.
- B. Publishing an application for sale on the AppExchange.
- C. Migrating of components from sandbox to production.
- D. Distributing open-source projects on the AppExchange.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 229

Universal Containers uses a custom object to track expense reports. They would like to automatically post updates on a record's feed whenever an expense report has been approved.

What social feature can be used to accomplish this?

- A. Approval process
- B. Feed Quick Action
- C. Auto-response rule
- D. Feed tracking

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 230 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.

Which two actions should be considered before changing the field type? (Choose two.)

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

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 231 Which of the following are types of access within an organization? (Choose three.)

- A. Object



- B. Record
- C. Field
- D. Administrative
- E. User

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 232 What of the following are general types of actions available in Salesforce? (Choose four.)

- A. Update - Update Records
- B. Create - create a record
- C. Log a Call - log a call and it is recorded as a task
- D. Custom - requires visual force page
- E. Remove – Remove a record
- F. Delete – permanently remove a record

Correct Answer: ABCD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 233 Which of the following are types of developer sandboxes environment types in Salesforce? (Choose four.)

- A. Developer
- B. Developer Pro
- C. Partial Copy
- D. Full Sandbox
- E. Partial Sandbox
- F. Full Copy

Correct Answer: ABCD

Section: (none)

Explanation

Explanation/Reference:

