# Certified Platform App Builder.108q

**Certified Platform App Builder**



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**Exam A**

**QUESTION 1**
Which three standard component types are available in Lightning app builder? (Choose three.)

A. Plain text
B. Report details
C. Filter reportD. Rich text

E. Recent items

**Correct Answer:** BDE
**Section: (none)**
**Explanation**

**Explanation/Reference:**

**QUESTION 2**
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?

A. The ability to @mention accounts of which they are a contact.
B. 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 3

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 4

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 5**

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**

**Explanation/Reference:**

**QUESTION 6**

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 7**

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 8
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 9
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.)

A. Use a workflow rule and an outbound message.
B. 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 10**
What sandbox type allows for the use of a sandbox template?

A. Developer Sandbox
B. Developer Pro Sandbox
C. Config Sandbox
D. Partial Sandbox

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**

**QUESTION 11**
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 12
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:**


## QUESTION 13
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 14
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 15

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 16

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 17**
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 18**
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 19**

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 20**

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 21**
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 22**
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 23**

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 24**

What is a user case for validation rules?

A. Ensure Zip/Postal Codes are entered in the correct formal.
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 25**

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 26**
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 27**
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 28**
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 29**
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 30**

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 31**

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 32**

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 33**
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 34**
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 35**
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 36**
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 37**
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 38**
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 39**
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 40

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?

A. Quick Action
B. Workflow Rule
C. Assignment Rule
D. Escalation Rule

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**

## QUESTION 41

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 42

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 43

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**

**Explanation/Reference:**

**QUESTION 44**
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 45**
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 46**
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?

A. Changing the data type of a field used in lead conversion from number to text.
B. 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 47**
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 48**
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 49**
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
**Section: (none)**
**Explanation**

**Explanation/Reference:**

**QUESTION 50**
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 51**
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 52**
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 53**
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 54**
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 55**
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 56**
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 57**
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 58**
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 59**
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 60**
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 61**
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 62**
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 63**
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 64**
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 65**
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 66**
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 67**
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 68**
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 69**
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 70**
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 71**
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 72**
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 73**
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 74**
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 75**
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 76**
Indirect lookup relationship fields can be created on external objects only.

A. True

B. False

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**

**QUESTION 77**
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 78**
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 79**
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 80**
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**

## QUESTION 81
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 82
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 83
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.

   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 84**
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 85**
What type of sandbox should you use for full performance and load testing?

A. Developer
B. Partial Copy
C. Full Sandbox
B.

D. Developer Pro

**Correct Answer:** C
**Section: (none)**
**Explanation**
**Explanation/Reference:**

**QUESTION 86**
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 87**
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 88**

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
   False

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**


**QUESTION 89**

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 90**

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.

B.

D. All of the above.

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
**QUESTION 91**
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 92**
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 93**
For an external object relationship, you can create a lookup relationship.

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

A. External

    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 94**
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 95**

B.

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 96**

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 97**

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 98**

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 99
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 100
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 101**
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 102**
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 103**
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 104**
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 105**
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 106**
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 107**
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 108**
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:**