

# Salesforce

## Exam Questions Platform-App-Builder

Salesforce Certified Platform App Builder (SP19)



#### NEW QUESTION 1

Ursa Major Solar wants to create a relationship between the standard Contact object and a custom Solar Project object. Contacts potentially be related to multiple Solar Project objects, and a Solar Project can have multiple Contacts associated with it. How should an app builder configure the data model?

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

**Answer: A**

#### NEW QUESTION 2

Cloud Kicks has three types of customer support processes: Platinum, Diamond, and Bronze. The app builder created separate record types for each process on the Case object. The customer support team should be unable to create new cases with the Bronze record type. How should this requirement be met?

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

**Answer: C**

#### NEW QUESTION 3

DreamHouse Realty (DR) has many properties for sale and wants to identify the highest value of all Offer c records on each Property \_\_\_\_ c record. What solution should the app builder use to meet DreamHouse Realty's needs?

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

**Answer: A**

#### NEW QUESTION 4

Universal Containers has a Lightning record page that supports both the mobile app and desktop. An app builder has downloaded a custom Lightning component from AppExchange, but users are unable to view the component on mobile devices. What can be the issue?

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

**Answer: B**

#### NEW QUESTION 5

Universal Containers uses a private sharing model for opportunities. This model CANNOT be changed due to a regional structure. A new sales operations team has been created. This team needs to perform analysis on Opportunity data, all should have read and write access to all Opportunities. What are two recommended solutions for the app builder to give the users appropriate access? Choose 2 answers.

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

**Answer: B**

#### NEW QUESTION 6

Ursa Major Solar's sales team has been struggling to enter data on mobile since rollout; the team dislikes scrolling through all of the fields to input only the necessary data. How could the app builder solve this with minimal impact to desktop users?

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

**Answer: B**

#### NEW QUESTION 7

DreamHouse Realty (DR) employees started using company-owned airplanes for work travel after Ursa Major Solar was acquired. DR executives want to automate the submission travel request forms to enforce the Internal policy. How should an app builder automate travel requests based on these criteria?

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

**Answer: C**

#### NEW QUESTION 8

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 ChatterGroup?

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

**Answer: D**

#### NEW QUESTION 9

A Service Coordinator (SC) for Ursa Major Solar (UMS) does a final review of work orders owned by a technician for a specific region before the records are submitted for an invoice. Before closing out the work order, the SC needs to modify data or remove attachments that were added by mistake. The SC also needs access to any other related records owned by the technician.

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

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

**Answer: B**

#### NEW QUESTION 10

Universal Containers utilizes opportunities and a custom object called Detailed.Sales\_\_c. The company would like to roll sales metrics up to an opportunity for only Detailed.Sales\_\_c records that have their picklist status set to Active.

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

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

**Answer: B**

#### NEW QUESTION 10

Universal Containers is adding drone delivery to service offerings, and the developer has written and tested code prior to deployment to production, and the change set is ready to go. The deployment window will occur when the developer is on vacation.

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

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

**Answer: D**

#### NEW QUESTION 13

Cloud Kicks (CK) wants to simultaneously delete a Supplier record and all SupplierItem\_\_c records if a partnership ends with a supplier.

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

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

**Answer: A**

#### NEW QUESTION 18

Universal Containers wants to display the real-time stock price for each Account on the Account record page. How should an app builder implement this request?

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

**Answer: B**

#### NEW QUESTION 21

Universal Containers uses a custom object called Reviews to capture information generated by interviewers during the candidate process. The Review records are visible to any user that has access to the related custom Candidate record. The VP of Human Resources wants the comment field on the Review to be private to anyone outside of the MR department.

How should the app builder meet this requirement?

- A. Create a page layout with the field and use field-level security to hide the field from all other users.
- B. Create an Apex sharing rule to share the field with users that have "MR" in their role.
- C. Create a sharing rule to share the field with the VP of HR with Role and Subordinates.
- D. Create a page layout with the field for HR users and another page layout without the field for all other users.

**Answer: A**

#### NEW QUESTION 22

An app builder at Universal Containers has been asked to add the Chatter feed to a custom object record page. Which approach should the app builder use?

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

**Answer: A**

#### NEW QUESTION 27

The app builder at Cloud Kicks has created a custom object named Delivery\_\_c to track the details of products shipped to customers. Which two actions should the app builder take to prevent users in the shipping department from deleting delivery records?

Choose 2 answers

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

**Answer: AC**

#### NEW QUESTION 31

Universal Container wants customers to be able to open cases from a public-facing website. What should the app builder use to enable visitors to the website?

- A. Outbound message
- B. Web-to-case
- C. Screen flow
- D. Email-to-case

**Answer: D**

#### NEW QUESTION 35

To increase adoption, Universal Containers is proposing changes to its Salesforce data model to allow easier visibility for sales reps into key metrics. The proposal has three custom objects related to the Account object, one with a master-detail, and two that are not. Each of these objects has 15 fields they would like to summarize on the Account object.

What are two considerations for this proposal? Choose 2 answers

- A. Roll-up summaries allow MAX, MIN, SUM, COUNT, and AVG.
- B. An object can have 20 object references.
- C. An object can have 25 roll-up summaries.
- D. Roll-up summaries are limited to master-detail relationships.

**Answer: AC**

#### NEW QUESTION 37

Universal Containers would like to embed a chart of all related Opportunities, by stage, on the Account detail page. Which type of report should the App Builder create to add to the Account page layout?

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

**Answer: A**

#### NEW QUESTION 38

The VP of Sales wants a Chatter post to the All-Sales private group when an opportunity goes to the closed won stage. What two tools should the app builder use to automate this process? Choose 2 answers

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

**Answer:** AB

**NEW QUESTION 39**

Universal Containers uses a private sharing model on Accounts. User A and user B both own Accounts of their own and have both been sent a new account record in an email owned by user C to take a look at. User A is able to open and view the record but user B receives an insufficient privileges error. User A and user B have the same role in the role hierarchy as user.

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

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

**Answer:** ACE

**NEW QUESTION 43**

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

low-priority cases should be flagged green. Which formula would accomplish this requirement? Choose 2 answers

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

**Answer:** BD

**NEW QUESTION 47**

Universal Containers (UC) tracks Account locations in Zip Code, a custom text field with a validation rule to enforce proper formatting of the US ZIP+4 code for UC's orders.

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

- A. BEGINS(Account.Zip\_Code\_r, 5)
- B. TEXT(Account.Zip\_Code\_c, 5)
- C. LEFT(Account.Zip\_Code\_c, 5)
- D. LPAD(Account.Zip\_Code\_r, 5)

**Answer:** C

**NEW QUESTION 51**

Cloud Kicks wants to display 10 key fields at once in a separate section at the top of opportunity records on the desktop.

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

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

**Answer:** B

**NEW QUESTION 55**

An app builder is creating a custom object called Testimonial\_\_c and wants to connect Testimonial\_\_c records with both the submitter's Contact record and Account record. If the Account is deleted, the Testimonial\_\_c should also be deleted. If the Contact is deleted, but the Account remains, the Testimonial\_\_c should remain. How should this be accomplished?

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

**Answer:** B

**NEW QUESTION 59**

The Director of customer service wants to receive a notification when a case stays in the "new" status for more than four business hours.

Which two automation processes should be used to accomplish this? Choose 2 answers

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

**Answer:** AC

#### NEW QUESTION 61

Which three options are available when activating a Lightning page from the Lightning App Builder? Choose 3 answers

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

**Answer:** ACE

#### NEW QUESTION 63

An app builder wants to create a formula field on an Account to include data from related Contacts but is unable to find the relationship in the formula editor. What is a limitation of formulas that could be causing the issue?

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

**Answer:** C

#### NEW QUESTION 66

The sales Operations team at AWS Computing deletes accounts for a variety of reasons. The sales ops director is worried that the Sales team may delete accounts that sales reps are actively selling into.

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

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

**Answer:** A

#### NEW QUESTION 70

A new app builder on the Cloud Kicks team is getting familiar with relationships in the data model. What functionality would present the app builder a comprehensive view of all relationships in one place?

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

**Answer:** A

#### NEW QUESTION 73

Universal Containers uses the Asset object to track products that are installed at customer locations. A new object, Asset Inventory, has been created to capture details about the asset.

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

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

**Answer:** C

#### NEW QUESTION 78

Universal Containers uses a custom picklist field Account Region on the account record. They want this region to be reflected on all related contact records and stay in sync if the value of this field changes on the Account.

How should an app builder meet this requirement?

- A. Create a picklist field called 'Account Region' on Contact object > Create a workflow rule to update this picklist field if the Account Region field on the Account is changed.
- B. Create a formula field on the Contact object > Set the value of the formula to ISPICKVAL(Account.Account\_Region\_\_c).
- C. Create a formula field on the Contact object > Set the value of the formula to TEXT(Account.Account\_Region\_\_c).
- D. Create a text field called 'Account Region' on Contact object > Create a workflow rule to update this picklist field if the Account Region field on the Account is changed.

**Answer:** C

#### NEW QUESTION 82

An app builder has created a change set and deployed a report from their development sandbox for User Acceptance Testing. When the app builder runs the report, no data is returned.

What can be a reason for this?

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

**Answer: D**

**NEW QUESTION 83**

An app builder at DreamHouse Realty created a custom object which has fields containing data from two different objects via related lookups. What is needed to create "with" or "without" reports on the new custom object?

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

**Answer: D**

**NEW QUESTION 85**

An app builder is creating a Lightning record page and has added Mobile & Lightning Actions to the page layout. What two components could be included on the layout to display the actions? Choose 2 answers

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

**Answer: AC**

**NEW QUESTION 88**

Cloud Kicks has five years of sales data and would like to track when customers made their first purchase. How should an app builder use a roll-up summary to meet the requirements?

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

**Answer: A**

**NEW QUESTION 89**

An app builder has created a custom Lightning App and wants to make it available to the internal users at Universal Containers. Which two steps are necessary to accomplish this task?

Choose 2 answers

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

**Answer: AD**

**NEW QUESTION 94**

Ursa Major Solar is ramping up the sales team to meet increased demand. As part of the short ramp up for these new reps, the manager wants to provide a help guide to enable reps to easily get help where needed during the different sales processes.

Which solution should an app builder recommend?

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

**Answer: D**

**NEW QUESTION 96**

Universal Containers (UC) has large data volumes and is nearing data storage limits. The planned solution is to archive historical data to reduce data storage in Salesforce; however, UC would still like to use reports, queries, and lookups on the archived information.

Which two options could meet this requirement? Choose 2 answers

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

**Answer: AD**

#### NEW QUESTION 97

How should an app builder configure access to a contact's Twitter profile for Salesforce mobile app users?

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

**Answer: C**

#### NEW QUESTION 99

Universal Containers is expecting impacts to operations due to increased demand. The executive team will be reaching out to current customers and want to see the number of open cases for the account and parent account.

Which two tools could an app builder combine to display the number of open cases on the account page? Choose 2 answers

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

**Answer: BD**

#### NEW QUESTION 100

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

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

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

**Answer: A**

#### NEW QUESTION 104

An appbuilder has modified a Lightning record page for a case and has added an email button item to the page layout; however, users are unable to see the new item on the layout.

What are two potential reasons why users are unable to view the item on the CaseLightning record page? Choose 2 answers

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

**Answer: BD**

#### NEW QUESTION 108

Cloud Kicks (CK) tracks the support level of its customers on the account record page. CK wants to show a text notification on a case record page when the related account is a platinum-level customer.

How could an app builder meet this requirement?

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

**Answer: A**

#### NEW QUESTION 111

Universal Containers would like to automatically assign a specific permission set to new users. How can this requirement be met? Choose 2 Answers

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

**Answer: CD**

#### NEW QUESTION 114

An app builder wants to limit the amount of fields users are required to fill out when creating a new Opportunity. Once they fill out the required fields and save, the full record page with additional fields relevant to the Opportunity type becomes available.

How could this be accomplished?

- A. Make the Opportunity type a required field on the initial Opportunity page layout and use automation to fill in the type field to a record type.
- B. Use different page layouts for Opportunity types based on the user profile.
- C. Once the required fields are populated, use a sharing rule to share the new fields with the user.

D. Hide additional sections on the page layout and show the users how to manually expand them when they want to fill in the fields in the hidden sections.

**Answer:** A

**NEW QUESTION 115**

Universal Containers is migrating its sales operations from a legacy system that was used. Opportunities need to be imported with the proper country currency. Which two steps should an app builder configure to meet these requirements? Choose 2 answers.

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

**Answer:** AB

**NEW QUESTION 119**

Universal Containers allows all employees to submit reviews for leadership using a custom object called Review. These Reviews should only be visible to the HR department and the employee who submitted the record.

Which three steps should an app builder take to properly control access to Reviews? Choose 3 answers

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

**Answer:** ACE

**NEW QUESTION 124**

Cloud Kicks (CK) captures all shipping information in a custom object called Shipments\_\_c. CK's app builder is tasked with creating an approval process to ensure department members can approve all overnight shipments. Where should the app builder route the approval request?

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

**Answer:** D

**NEW QUESTION 127**

The CRM Manager at Universal Containers has requested that a custom text field be converted to a picklist in order to promote better data hygiene. What needs to be considered before changing the field type? Choose 2 answers

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

**Answer:** AC

**NEW QUESTION 128**

Universal Containers (UC) has a time-sensitive need for a custom component to be built in 4 weeks; UC developers require additional enablement to complete the work and are backlogged by several months.

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

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

**Answer:** A

**NEW QUESTION 131**

A custom field on an account is used to track finance information about a customer. Only members of the Finance Team have access to this field. However, the business wants to allow one customer service agent, who is assigned the customer service profile, read-only access to this field for special circumstances. What is the recommended solution to grant the customer service agent access to the field?

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

**Answer:** A

**NEW QUESTION 136**

SERVICE AGENTS ARE REQUIRED TO CONFIRM A USER IDENTITY BEFORE PROVIDING SUPPORT INFORMATION OVER THE PHONE. WHAT FEATURE CAN AN APP BUILDER USE TO HELP AGENTS MEET THIS REQUIREMENT?

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

**Answer: D**

**NEW QUESTION 138**

Universal Containers is piloting new features in an existing sandbox and wants to prevent outbound email sends during testing. What should the app builder do to meet the requirement?

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

**Answer: D**

**NEW QUESTION 143**

Sales reps at Cloud Kicks (CK) forget to submit for approval when CK needs orders reviewed before close won. CK wants to automatically submit opportunities into the Secure Commitment Stage to eliminate manual submission.

Which three features would meet the business requirements? Choose 3 answers

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

**Answer: BCE**

**NEW QUESTION 146**

What option is available to an App Builder when defining an object-specific Create Record custom action? Choose 2 answers

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

**Answer: AD**

**NEW QUESTION 151**

When an opportunity close date is delayed by more than 60 days, the manager and the VP sales must approve the change. How can this requirement be met? Choose 2 answers

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

**Answer: AC**

**NEW QUESTION 155**

A new custom object is being created with a private sharing setting. The business wants to share individual records with specific people or group of people on a case by case basis. What options does the business user have to manually share individual records? Choose 3 answers

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

**Answer: ACE**

**NEW QUESTION 156**

The finance manager at Universal Containers wants to receive a new business notification email each time a new client is won. The sales manager wants to receive a task letting them know to onboard the new client unless it is a top-tier client. Which automation tool should an app builder use to best address all these requests?

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

**Answer:** A

**NEW QUESTION 161**

An app builder needs to create new automation on an object.  
What best practice should the app builder follow when building out automation?

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

**Answer:** C

**NEW QUESTION 162**

An app builder wants to add the option to 'Send New Email' from Leads, Contacts and Accounts for users on mobile.  
What is the benefit of using global actions to accomplish this?

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

**Answer:** A

**NEW QUESTION 163**

An App Builder at UVC would like to prevent users from creating new records on an Account related list by overriding standard buttons. Which two should the App Builder consider before overriding standard buttons?

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

**Answer:** BC

**NEW QUESTION 164**

Universal Containers has two types of applicants, hourly and salary. There are separate record types for each. While all members of the human resource department need to be able to view all applicant records, only the hiring Manager and VP of HR should be able to create salary applicant records.  
What should the app builder recommend to meet this requirement?

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

**Answer:** B

**NEW QUESTION 168**

DreamMouse Realty has a mentorship program that pairs experienced Realtors with new Realtors. Each experienced Realtor can mentor one or several new Realtors, and each new Realtor is required to work with a single experienced Realtor they report to for a probationary period.  
What type of relationship would an app builder set up to meet this specification?

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

**Answer:** C

**NEW QUESTION 171**

Universal Containers generates leads from three different sources: web, trade shows, and partners. Some of the information collected is applicable to all sources, there is also information that is unique to each type of lead. What should an app builder configure to meet these requirements?

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

**Answer:** C

**NEW QUESTION 173**

The app builder at UrsaMajor Solar has just created a master-detail relationship between a parent object Galaxy\_\_c and child object Star\_\_c.  
What would be the effect of creating this type of relationship if users want to report on Galaxy\_\_c with Star\_\_c?

- A. A Star\_\_c report type with Galaxy\_\_c as a field will be automatically created.

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

**Answer: D**

#### **NEW QUESTION 174**

Universal Containers has a new custom object for Invoices that includes an InvoiceNumber field. Before the Invoice object can be used, invoices will be migrated from an external system maintaining their current InvoiceNumber. After the migration, Salesforce will be the system of record and each new Invoice created in Salesforce must have a unique InvoiceNumber. How should the app builder configure the InvoiceNumber field?

- A. Create a Text field for the original InvoiceNumber and an AutoNumber field for the Salesforce InvoiceNumber.
- B. Create a Text field and mark it as a unique external ID field.
- C. Create a Text field, then change it to AutoNumber after the migration.
- D. Create an AutoNumber field and migrate the Invoices

**Answer: B**

#### **NEW QUESTION 176**

An App Builder is loading the data into Salesforce. To link the new records back to the legacy system, a field will be used to track the legacy ID on the account object. For future data loads this ID will be used when upserting records. Which field attribute should be selected? Choose 2 answers

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

**Answer: AC**

#### **NEW QUESTION 179**

An app builder has a custom component they want to make available on the utility bar, but the component is unavailable. How should the component be tagged?

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

**Answer: B**

#### **NEW QUESTION 183**

Universal Containers created a 'New Task' custom action on the Opportunity object. The action was added to all page layouts in the Mobile & Lightning Actions section. Which Lightning component should the app builder add to the layout to display the action?

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

**Answer: D**

#### **NEW QUESTION 188**

Northern Trail Outfitters uses a custom object to track travel requests. Rangers want to have automatic posts on a record whenever a travel request has been approved. Which feature should be used to accomplish this?

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

**Answer: C**

#### **NEW QUESTION 193**

Cloud Kicks works on an annual subscription model. When a sales rep marks an opportunity as closed won, a new opportunity should automatically be created for the renewal. The contracts team works outside of Salesforce but also needs to be notified about closed deals in order to initiate the contract process with the customer. Which automation solution would meet these requirements?

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

**Answer: B**

#### NEW QUESTION 198

An App Builder at UVC would like to prevent users from creating new records on an Account related list by overriding standard buttons. Which two should the App Builder consider before overriding standard buttons?

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

**Answer:** BC

#### NEW QUESTION 203

The case handling process at Universal Containers includes multiple steps including approvals, notifications, and fields updates. To manage and evaluate all of these changes in a single save operation, an app builder wants to use Process Builder and the Advanced option to let the process evaluate a record multiple times has been selected.

Which two options should the app builder avoid to prevent recursion? Choose 2 answers

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

**Answer:** BC

#### NEW QUESTION 206

An app builder is tasked with adding key performance indicators on client pages. They want to see a summary of the number of open Opportunities and the number of won Opportunities for each Account.

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

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

**Answer:** B

#### NEW QUESTION 208

Cloud Kicks wants to start tracking how many shoe subscriptions have been sold for each shoe catalog. A master-detail relationship exists between the Subscription\_\_c and the Shoe\_\_c objects.

Which type of field should an app builder create?

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

**Answer:** A

#### NEW QUESTION 209

When an opportunity is closed date is pushed more than 30 days, manager approval is required. An approval process is in place but reps frequently forget to submit for approval to run the process.

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

- A. Change the entry criteria on the approval process to criteria are met and lock the record on initial submission.
- B. Use a validation rule and an email alert to the manager requesting approval.
- C. Submit the record for approval from an automated process.
- D. Give the manager the "API Enabled" permission to permit approval responses by email.

**Answer:** C

#### NEW QUESTION 212

Cloud Kicks has a shipment date on each shipment that is sent out. Dispatchers need more details on the day and time the shipment was sent out. The app builder needs to change the current field type that is used from Date to Date/Time.

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

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

**Answer:** D

#### NEW QUESTION 215

The app builder needs to change the data types of new custom fields. The app builder is not able to delete and recreate any of the fields, nor modify any apex code. Which data type change will require the app builder to perform the additional steps in order to retain existing functionalities?

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

**Answer: C**

**NEW QUESTION 218**

The DreamHouse Realty (DR) service manager has asked for some improvements in case management to enforce process compliance so that cases are unable to be reverted to an earlier case status, and to ensure that certain fields are required when specific case criteria are met. What solution should an app builder implement to meet these requirements?

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

**Answer: C**

**NEW QUESTION 221**

Properly installing managed packages helps prevent conflicts with customizations made by customers and partners. What functionality should be used to set up packages?

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

**Answer: D**

**NEW QUESTION 223**

Universal Containers wants to deliver purchased containers to remote construction address. In these cases the customers will supply UC with the coordinates to the location. What type of field should the app builder use to capture this information?

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

**Answer: B**

**NEW 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. Which two can satisfy this requirement?

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

**Answer: AC**

**NEW QUESTION 229**

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