

Exam Questions Platform-App-Builder

Salesforce Certified Platform App Builder (SP19)

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NEW QUESTION 1

- (Exam Topic 1)

What is the capability of schema Builder? Choose 2 Answers

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

Answer: AC

NEW QUESTION 2

- (Exam Topic 1)

Which rule can be configured for the Opportunity object? Choose 2 answers

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

Answer: BC

NEW QUESTION 3

- (Exam Topic 1)

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. Lightning process builder
- B. Workflow Rules
- C. Lightning Connect
- D. Visual workflow

Answer: D

NEW QUESTION 4

- (Exam Topic 1)

What is recommended to refresh a full sandbox?

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

Answer: C

NEW QUESTION 5

- (Exam Topic 1)

Universal Containers is rolling out a new customer service process. Customer service managers will need to edit cases for their subordinates, but not cases for other groups. Managers and users should be able to view all cases. What is the recommended solution to configure this? Choose 2 answers

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

Answer: AB

NEW QUESTION 6

- (Exam Topic 1)

Which type of relationship can be defined with external objects? Choose 2 Answers

- A. Cross Organizational Look-up
- B. External Look-Up
- C. External Master-Detail
- D. Indirect Look-Up

Answer: BD

NEW QUESTION 7

- (Exam Topic 1)

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 8

- (Exam Topic 1)

A Customer Support Manager at Universal Containers would like to implement call scripting for their caller agents. What automation tool can be used to accomplish this?

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

Answer: C

NEW QUESTION 9

- (Exam Topic 1)

Universal Containers has deployed custom tabs through change sets, without including the profiles, to production (enterprise edition). Which statement is true in regards to the visibility of custom tabs?

- A. Custom tabs are exposed for all users
- B. Custom tabs are hidden for all users
- C. Custom tabs are default off for all users
- D. Custom tabs are default on for all users

Answer: B

NEW QUESTION 10

- (Exam Topic 1)

When should Unmanaged packages be created? Choose 2 answers

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

Answer: AD

NEW QUESTION 10

- (Exam Topic 1)

Universal container has a custom object for shipping information. They have to ship to both businesses and consumers. They need to show additional values in the custom field called insurance type for business shipping records. How can this be set up?

- A. Use Record type with single page layout.
- B. Create multiple picklist fields on the object
- C. Use record types with multiple page layout
- D. Create a multi-select pick-list field.

Answer: D

NEW QUESTION 14

- (Exam Topic 1)

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: CD

NEW QUESTION 19

- (Exam Topic 1)

In order to delete the 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

Answer: C

NEW QUESTION 24

- (Exam Topic 1)

Universal container needs to update a field on an account when an opportunity stage is changed to close lost. What can be used to accomplish this requirement? Choose 2

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

Answer: AD

NEW QUESTION 25

- (Exam Topic 1)

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 30

- (Exam Topic 1)

A custom object has a public reads only sharing settings that does not grant access using hierarchies. A dynamic sharing rule provides write access to the object to the global marketing public group if the record is marked as global. A user creates a new record and marks it as global. Who will have write access to the record?

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

Answer: B

NEW QUESTION 31

- (Exam Topic 1)

To Synchronize Accounts, orders and shipments in real time, a developer has built a custom interface between an external system and salesforce, prior to deployment, the developer needs to confirm that the interface can sustain the syncing of thousands of records at a time. Which sandbox environment is recommended to complete performance and load testing?

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

Answer: D

NEW QUESTION 32

- (Exam Topic 1)

Which statement is true about converting a lead? Choose 3 answers

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

Answer: ADE

NEW QUESTION 35

- (Exam Topic 1)

A manager wants to calculate the number of days since an account was last contacted through email. Which field type should be used to accomplish this?

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

Answer: A

NEW QUESTION 37

- (Exam Topic 1)

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

Answer: A

NEW QUESTION 39

- (Exam Topic 1)

Universal Containers has a custom assessment object used by three divisions. Each division wants to track different information on the assessments, including different values for the status picklist. Division managers do not want their teams to be able to create another division's assessment. How can this be accomplished?

- A. Create additional custom assessment objects, one for each division, to track their assessments so information can be tracked separately.
- B. Use profiles to restrict access to the three custom objects.
- C. Create separate assessment record types for each division and use them to limit picklist value.
- D. Create separate page layouts for each record type and use profiles to restrict record type access.
- E. Create three page layouts to determine the fields and picklist values for each user based on the division indicated on their user record.
- F. Use field-level security to restrict access to each division's fields.
- G. Create a separate page layout for each division and assign them profile.
- H. Use the profile setting to configure each division's custom field list and picklist values for assessments.

Answer: B

NEW QUESTION 44

- (Exam Topic 1)

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 46

- (Exam Topic 1)

Which statement is true about an external id field? Choose 2 answers.

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

Answer: AD

NEW QUESTION 51

- (Exam Topic 1)

What is the capability of sandbox templates? Choose 2 answers.

- A. Create a Partial Copy sandbox from a Partial Copy sandboxes environment.
- B. Specify the object whose data should be replicated in a Partial Copy sandbox environment.
- C. Specify the data range for data being replicated in a Partial Copy sandbox environment.
- D. Save a template for re-use when creating a Partial Copy sandbox environment.

Answer: BD

NEW QUESTION 52

- (Exam Topic 1)

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

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

Answer: C

NEW QUESTION 55

- (Exam Topic 1)

Which statement is true when a new full sandbox is created? Choose 2 answers.

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

Answer: AB

NEW QUESTION 59

- (Exam Topic 1)

Universal Containers has separated business requirements for consumer and Business Opportunities. The sales team work with both types of Opportunities. The app builder created two record types on the Opportunity Object. Which action can now be performed? Choose 2 answers

- A. Prevent access to secure data fields by sales process.
- B. Specify a different page layout by sales process.
- C. Enable field validation by sales process.
- D. Create unique Opportunity stages by sales process.

Answer: BC

NEW QUESTION 61

- (Exam Topic 1)

A custom object named Assignment has a private sharing setting that grants access using hierarchies. The organization has a role hierarchy where the "Specialist" role reports to a "Manager" role which reports to a "Director" role. The director role is at the top of the role hierarchy. A user who is the manager role creates a new Assignment record. Who can send this record?

- A. The record owner and the directors in their hierarchy.
- B. The record owner and those above the specialist role in their hierarchy
- C. The record owner and the managers in their hierarchy
- D. The record owner and the specialists in their hierarchy

Answer: A

NEW QUESTION 63

- (Exam Topic 1)

Which statement is true when defining a Create custom action for the Contact object? Choose 2 answers

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

Answer: CD

NEW QUESTION 68

- (Exam Topic 1)

A divisional manager wants to add a chart into a page layout Which report format can be used as the source report to accomplish this? Choose 2 answers.

- A. Matrix format with a chart.
- B. Joined format with a chart.
- C. Tabular format with a chart.
- D. Summary format with a chart.

Answer: AD

NEW QUESTION 73

- (Exam Topic 1)

The VP of Sales at Universal Containers has requested that Sales reps be given access to view all Accounts in Salesforce. However, they've also requested that sales reps only be allowed to create new Opportunities on Accounts they own. How can this requirement be met?

- A. Create an Opportunity Validation Rule that compares the Opportunity and Account Owners
- B. Create a new Opportunity Quick Action that validates Account ownership.
- C. Set the Organization-Wide Defaults sharing on Opportunities to Private and recalculate sharing.
- D. Set the Organization-Wide Defaults sharing on Opportunities to Controlled by Parent.

Answer: D

NEW QUESTION 76

- (Exam Topic 1)

Universal Containers would like to collaborate with its customers within Salesforce, and has decided to enable the "Allow Customer Invitations" Chatter setting. What permission is granted to Customers when invited to Chatter Group?

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

Answer: D

NEW QUESTION 79

- (Exam Topic 1)

The App Builder at Universal Containers has been asked to ensure that the Amount field is populated when the stage is set to Closed Won. What can be used to meet this requirement?

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

Answer: C

NEW QUESTION 83

- (Exam Topic 1)

What type of field can be referenced by a Roll-up Summary field using SUM? Choose 3 answers

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

Answer: BCD

NEW QUESTION 87

- (Exam Topic 1)

Universal Containers wants to standardize their business logic. They want to ensure that the workflow order is guaranteed to be the same each time. Which feature can be used to accomplish this? Choose 2 answers.

- A. Lightning Process Builder
- B. Workflow
- C. Chatter Actions
- D. Visual Workflow

Answer: AD

NEW QUESTION 90

- (Exam Topic 1)

Which statement is true about field update actions from workflow rules and approval processes? Choose 2 answers

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

Answer: AC

NEW QUESTION 94

- (Exam Topic 1)

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 email, is the contact's preferred communication method. Which field type will allow the app builder to accomplish this with the fewest fields possible?

- A. Formula
- B. Checkboxes
- C. Picklist
- D. Email

Answer: C

NEW QUESTION 98

- (Exam Topic 1)

What type of field can be used to filter a Report Chart that has been added to a Page Layout?

- A. Name Field
- B. Formula Field
- C. Matching ID Field
- D. Standard Field

Answer: C

NEW QUESTION 102

- (Exam Topic 1)

What is a true statement in regards to managing access to reports and dashboards? Choose 2 answers

- A. Users with the “Manage Public Reports” permission can organize reports by creating custom report folders and sending invitations to users to access them.
- B. Users must have certain permissions to access public, hidden, or shared folder.
- C. Users with the “Manage Public Reports” and “Create and Customize Reports” permissions can create custom reports that all users can view.
- D. Users that want to grant access to personal folders can manually share a personal folder with a user or public group.

Answer: AC

NEW QUESTION 103

- (Exam Topic 1)

User at Universal Containers needs to be able to quickly create a contact record from the Account record's Chatter feed. How should the App Builder enable the functionality?

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

Answer: A

NEW QUESTION 108

- (Exam Topic 1)

Which setting is available to customize Salesforce1 mobile app for branding? Choose 3 answers

- A. Header and search bar color.
- B. The image on loading page
- C. Background color on loading page.
- D. Notification and search icon
- E. Action bar color

Answer: ABC

NEW QUESTION 113

- (Exam Topic 1)

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 114

- (Exam Topic 1)

An app builder would like to streamline the user experience by reflecting summarized calculations of specific fields on various objects. Which field types could be used in roll-up summary fields to accomplish this? Choose 3 answers

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

Answer: ABC

NEW QUESTION 118

- (Exam Topic 1)

What should be done to provide managers access to records of which they are not the owner in a private sharing model?

- A. Create a Manager Permission set and select the "View All Data" option
- B. Create a Manager profile and select the "View My Teams Data" option.
- C. Define a Role Hierarchy and use the Grant Access Using Hierarchies option
- D. Set the Manager field for each User Record on the Manager's team.

Answer: A

NEW QUESTION 123

- (Exam Topic 1)

The director of marketing has asked the app builder to create a formula field that tracks how many days have elapsed since a contact was sent a marketing communication. The director is only interested in whole units. Which function should be used to calculate the difference?

- A. Datevalue()
- B. Now()
- C. Date()
- D. Today()

Answer: D

NEW QUESTION 127

- (Exam Topic 1)

What is a key consideration when using unmanaged packages? Choose 2 answers

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

Answer: AC

NEW QUESTION 130

- (Exam Topic 1)

What is a true statement regarding roll-up summary fields? Choose 2 answers

- A. Roll-up summary fields can only be created on the master of a master-detail relationship.
- B. The roll-up summary field inherits the field – level security of the child object
- C. Changes to the value of a roll-up summary field column of roll-up summary filters.
- D. Multi-select picklist fields can be used in the field column of roll-up summary filters.

Answer: AB

NEW QUESTION 131

- (Exam Topic 1)

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 135

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