



# Salesforce

## Exam Questions Platform-App-Builder

Salesforce Certified Platform App Builder (SP19)

#### NEW QUESTION 1

- (Exam Topic 1)

Universal Container needs to add an additional recipient to a workflow email alert that is fired from the case object. What type of field could be added to the case object to allow the additional desired recipient on the email alert? Choose 2 Answers

- A. Formula field
- B. Email Field
- C. Text Field
- D. Lookup field

**Answer:** BC

#### NEW QUESTION 2

- (Exam Topic 1)

Universal containers would like to use a chatter group for their mergers and acquisition team to collaborate on potential new projects. This group should not be visible for non-members to see or join, and can be accessed by invite only. Which chatter Group type should the App Builder recommend?

- A. Member Group
- B. Unlisted Group
- C. Public Group
- D. Private Group

**Answer:** B

#### NEW QUESTION 3

- (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 4

- (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 5

- (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 6

- (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 7

- (Exam Topic 1)

Universal Containers provide access to Salesforce for their sales, service and marketing teams. Management wants to ensure that when user login, their home tab provides access to links and documentation that are specifically relevant to their job function. How can this requirement be met?

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

**Answer:** C

#### NEW QUESTION 8

- (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 9

- (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 10

- (Exam Topic 1)

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

**Answer:** B

#### NEW QUESTION 10

- (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 11

- (Exam Topic 1)

The customer service team at Universal containers uses a custom Project object to track their customer projects. An App builder needs to create a relationship between the project object and the related client Account record. A private sharing model is in place for both Accounts and projects. Which statement is true when creating an Account lookup field on the Project object? Choose 2 answers

- A. The account lookup field on the project record can be made optional.
- B. Cross-object field updates between the Project and Account records are not supported
- C. Users can only delete Accounts if they have access to related projects records
- D. The account record can include roll-up summary field with data from the project records

**Answer:** AC

#### NEW QUESTION 12

- (Exam Topic 1)

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 15

- (Exam Topic 1)

What the true statement is in regards to converting a tabular, summary, or matrix report to a joined report? Choose 3 answers

- A. Joined report blocks are formatted as matrix reports.
- B. Bucket fields are not supported in joined reports.
- C. Cross filters are not supported in joined reports
- D. The rows to display filter is not supported in Joined reports
- E. Report formula fields are nor supported in Joined reports

**Answer:** BCD

#### NEW QUESTION 17

- (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 19

- (Exam Topic 1)

Universal Containers has a junction object called Invoices with a primary Master-Detail relationship with Accounts and a secondary Master-Detail relationship with Contacts. The app builder has a requirement to change the primary Master-Detail relationship to Lookup. What happens to the Master-Detail relationship with Contacts?

- A. The Contacts Master-Detail values are cleared from invoices.
- B. The Contacts Master-Detail also converts to Lookup.
- C. The Contacts Master-Detail field is deleted from the object
- D. The Contacts Master-Detail becomes the primary.

**Answer:** D

#### NEW QUESTION 22

- (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 27

- (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 32

- (Exam Topic 1)

The VP of account management at Universal Containers has requested that all contacts mailing postal codes match the associated accounts shipping postal code. How can this be enforced using validation rules?

- A. Create a validation rule using the distance() function
- B. Create a validation rule using a compare operator
- C. Create a validation rule using the geolocation() function
- D. Create a validation rule using a not equal operator

**Answer:** D

#### NEW QUESTION 37

- (Exam Topic 1)

An app builder wants to show groups as the last navigation menu item in the salesforce1 mobile app. however, the app builder is not able to select groups as one of the items on the drop-down menu. What could cause this?

- A. Groups is showing up in the recent section and not in the navigation menu
- B. Groups is not included in the selecteCreate a criteria based sharing rule using the projects department that grd list for the navigation menu
- C. Groups is included in the smart search items but not on the navigation menu
- D. Groups cannot be the last item in the navigation menu.

**Answer:** C

#### Explanation:

Groups Appears for organizations that have Chatter enabled. If you don't add this item to the navigation men groups are automatically included in the set of Smart Search Items instead and the Groups item is available from the Recent section.

[https://developer.salesforce.com/docs/atlas.en-us.salesforce1.meta/salesforce1/customize\\_s1\\_nav\\_about.htm](https://developer.salesforce.com/docs/atlas.en-us.salesforce1.meta/salesforce1/customize_s1_nav_about.htm)

#### NEW QUESTION 38

- (Exam Topic 1)

Which statement is true for embedding a Visualforce page in a page Layout. Choose 2 Answers

- A. Visualforce Pages on a field set have attributes for width and height.
- B. Visualforce Pages can be placed anywhere in the page layout.
- C. Visualforce Pages on a page layout have attributes for width and height
- D. Visualforce Pages can only be place in the Visualforce section in a page layout.

**Answer:** BC

#### NEW QUESTION 41

- (Exam Topic 1)

A junction object has two Master-Detail relationships. What happens to a junction object record when either associated master record is deleted?

- A. The record is deleted and placed in the recycle bin.
- B. The master record can't be deleted if it has a child record.
- C. The look-up field on the junction object record is cleared.
- D. The record is permanently deleted and can't be restored.

**Answer:** A

#### NEW QUESTION 44

- (Exam Topic 1)

Universal Containers stores invoices in SAP. Users want to view invoice data on the related Account records in Salesforce. How can this be achieved? Choose 2 answers

- A. Create a custom Invoice object and connect to SAP using Data Loader.
- B. Create an external object connected to an invoice table in SAP.
- C. Use SAP data export functions to load data directly in Salesforce
- D. Connect to an OData Publisher Service for SAP databases

**Answer:** BD

#### NEW QUESTION 47

- (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 records identifiers from a system outside of salesforce

**Answer:** AD

#### NEW QUESTION 48

- (Exam Topic 1)

Universal container manages internal projects by department using a custom object called projects. Only employees in the project's respective department should have view access to all of the department's project records. If an employee changes job roles and moves to another department, the employee should no longer have access to the projects within their former department. How can these requirements be met, assuming the organization-wide default for projects is set to private? Choose 2 answers

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

**Answer:** BC

#### NEW QUESTION 49

- (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 no visible to the person creating the report type through security settings

**Answer: C**

#### NEW QUESTION 50

- (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 53

- (Exam Topic 1)

Universal Containers conduct evaluations of their sales reps using a custom object consisting of numerical scores and executive comments. The company wants to ensure that only the sales reps, and their manager's executive can view the rep's evaluation record but the reps should not be able to view the executive comment field on their review. How can these requirement be met?

- A. Use a private sharing model granting record access using hierarchy; manage field access with record types and field-level security
- B. Use a private sharing model granting record access using custom setting; manage field access with page layouts and field level security
- C. Use a private sharing model granting record access using hierarchy; manage field access with field-level security
- D. Use a private sharing model granting record access using custom setting; manage field access with record types and page layouts

**Answer: C**

#### NEW QUESTION 57

- (Exam Topic 1)

Universal Containers needs the ability to generate contract documents. All the data required for a contract resides in a custom object. What is the recommended solutions?

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

**Answer: D**

#### NEW QUESTION 59

- (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 61

- (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 66

- (Exam Topic 1)

Which capability allows an app builder to grant object-level access? Choose 2 answers

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



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

**Answer:** AB

#### NEW QUESTION 71

- (Exam Topic 1)

Universal Containers sales reps can modify fields on an opportunity until it is closed. Only the sales operation team can modify the post closed follow-up dates and post closed follow-up comments fields. How can these requirements be met?

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

**Answer:** B

#### NEW QUESTION 72

- (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 77

- (Exam Topic 1)

Universal containers needs to flag leads with one or more business areas. They need to add a field to capture these to the lead records. There is no need to report on this field. What is the appropriate field type?

- A. Radio Buttons(multi-select)
- B. Picklist
- C. Text Area
- D. Picklist (multi-select)

**Answer:** D

#### NEW QUESTION 80

- (Exam Topic 1)

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 85

- (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 90

- (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 94

- (Exam Topic 1)

When a user creates an Account report, the user does not see Industry as an available field in the report builder. However, this same user is able to see it in the Account page layout What scenario would cause this?

- A. The user uses a custom report type which does not include the Industry field.
- B. The Industry field has no record values in the Account.
- C. The Industry field is not enabled for the particular record type
- D. The user does not have Industry field visibility in the field – level security

**Answer:** A

#### NEW QUESTION 95

- (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 100

- (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 103

- (Exam Topic 1)

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. Workflow
- C. Roll-up-summary field
- D. Apex

**Answer:** B

#### NEW QUESTION 108

- (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 113

- (Exam Topic 1)

When configuring a record type, an App Builder can configure the available value of a picklist field for the page layout. Which opportunity standard field is available to be configured directly in the Opportunity record type? Choose 2 answers

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

**Answer:** BC

#### NEW QUESTION 116

- (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 119**

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