

Salesforce Platform App Builder (W119)

EXAM

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

Correct Ans - A

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

object. Correct Ans – A , B

3. 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

Correct Ans – A, D

4. 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.

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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.

Correct Ans – D

Explanation - The second master-detail relationship you create on your junction object becomes the *secondary* relationship. If you delete the primary master-detail relationship or convert it to a lookup relationship, the secondary master object becomes primary.

Link to get explanation:-

https://help.salesforce.com/HTViewHelpDoc?id=relationships_considerations.htm&language=en_US

5. Where can a custom button be placed?
Choose 3 answers

- A. On the User Object
- B. On the Custom List View
- C. On a Person Account
- D. On a related list
- E. On a Web-to-Case form

Correct Ans – B, C, D

https://help.salesforce.com/HTViewHelpDoc?id=links_considerations.htm&language=en_US

6. 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.

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Correct Ans – B, C

7. 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.

Correct Ans – C

8. What metadata changes can be made directly in a production environment without deploying from sandbox?

Choose 2 answers

- A. Apex triggers
- B. Visualforce pages
- C. Validation rules
- D. Apex classes

Correct Ans – B,C

9. 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.

Correct Ans – B,D

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

What should be configured?

- A. Permission sets
- B. Field-level security

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- C. Record types
- D. Page layouts

Correct Ans – C

11. What sales force functionality is ignored when processing field updates in workflow rules and approval processes?

Choose 3 answers

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

Correct Ans – A,C,E

https://help.salesforce.com/apex/HTViewHelpDoc?id=workflow_field_update_considerations.htm&language=en

12. 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.

Correct Ans – C

13. 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.

Correct Ans - A

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14. 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

Correct Ans– C

15. 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)

Correct Ans – A,C

16. 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. Correct Ans – A,B

17. 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

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

Correct Ans – A,B,C

18. 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.

Correct Ans – B,D

19. 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.

Correct Ans - A

20. 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.

Correct Ans – A,B

21. 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

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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.

Correct Ans – A

22. An app Builder creates an Account validation rule on the Industry field that will throw an error if the length of the field is longer than 6 characters. Another App Builder creates a workflow rule with a field update that sets the Industry field to Technology whenever the Billing City field is set to San Francisco.

What will happen the next time a sales person saves an Account with a Billing City of San Francisco?

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

Correct Ans - A

23. Universal Containers uses a custom object to track Site Visits. When the status of a Site Visit is changed from "In Progress" to "On Hold", the business wants the Site visit owner to be automatically assigned to an "On Hold" queue.

Which capability can be used to accomplish this?

- A. Apex Trigger
- B. Action
- C. Assignment Rule
- D. Visual Workflow

Correct Ans : A

24. 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.

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Correct Ans – A,D

25. 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.

Correct Ans - A

26. 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 folders.
- 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.

Correct Ans – A,C

27. 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.

Correct Ans – A,B,C

28. 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.

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D. Changing a field type will remove existing field

history. **Correct Ans : A,C**

29. At Universal Containers, multiple departments utilize the Case object for different purposes. Some users submit cases for IT and HR requests. Other users provide customer support with case records.

How can an App Builder enable different users to see different fields based on the case type?

- A. Create different case field sets for IT, HR, and Customer Support. Assign different field sets by profile.
- B. Create different case record types for IT, HR, and Customer Support. Assign different page layouts to each record type by role.
- C. Create different case record types for IT, HR, and Customer Support. Assign different page layouts to each record type by profile.
- D. Create different case field sets for IT, HR, and Customer Support. Assign different field sets by role.

Correct Ans - C

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

Correct Ans - D

31. Which values must be defined when creating a new Opportunity

Stage? Choose 3 answers

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

Correct Ans – C,D,E

32. What may occur if workflow rules are re-evaluated after a field change by a field update? Choose 2 answers

- A. Cross-object workflow rules result in re-evaluation after field change.
- B. Workflow rules trigger validation rules on field updates.
- C. Workflow rules trigger more workflow rules to be re-evaluated.

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- D. A recursive loop potentially results in exceeding organizational limits. **Correct Ans – C,D**

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

How can the App Builder accomplish this?

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

Correct Ans - A

34. 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.

Correct Ans – A,D

35. What is a use case for approval processes?

Choose 2 answers.

- A. Approve expense reports automatically when less than \$50.
- B. Update the PTO record field with the user's manager.
- C. Require the CFO to review the salary range for all job offers.
- D. Ensure an opportunity that has at least one product added.

Correct Ans : A,C

36. 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 contains unique record identifiers from a system outside of Salesforce.
- C. The field can be unique based on case-sensitive or case-insensitive values.
- D. The field must contain at least one number and at least one letter.

Correct Ans – A,B

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

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

Correct Ans - C

38. 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"))`

Correct Ans –B,D

39. 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. Use profiles to restrict access to the three custom objects.
- B. Create separate assessment record types for each division and use them to limit picklist values. Create separate page layouts for each record type and use profiles to restrict record type access.
- C. Create three page layouts to determine the fields and picklist values for each user based on the division indicated on their user record. Use field-level security to restrict access to each division's fields.
- D. Create a separate page layout for each division and assign them profiles. Use the profile setting to configure each division's custom field list and picklist values for assessments.

Correct Ans - B

40. Which rule can be configured for the Opportunity object?

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Choose 2 answers

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

Correct Ans – B,C

41. 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. Workflows rules
- C. Lightning connect
- D. Visual workflow

Correct Ans :D

42. Universal Containers wants to provide a different view for its users when they access an Account record in Salesforce1 instead of the standard web version.

How can this be accomplished?

Choose 2 answers

- A. By adding a mobile layout and assigning it to a profile.
- B. By adding quick actions in the publisher section.
- C. By adding actions in the Salesforce1 action bar section.
- D. By adding Visualforce page to the mobile cards section.

Correct Ans :A, D

43. 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.

Correct Ans – A

44. 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.

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What can be used to meet this requirement?

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

Correct Ans – C

45. 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.

Correct Ans - A

46. Universal Containers is importing 1000 records into Salesforce. They want to avoid any duplicate records from being created during the import.

How can these requirements be met?

- A. When importing the file, select the "Prevent Duplicates" option on the last step of the Import Wizard and import the file.
- B. Include a column in the import file that has either record names, Salesforce IDs, or external IDs that can be used to match records.
- C. After importing all of the custom objects, review all records created and manually merge or delete and duplicate record.
- D. After importing all of the custom objects, run a duplicate check report, export the record to a CSV File, and run a mass delete to purge any duplicates.

Correct Ans – B

47. What is a feature that can extend record access beyond the organization-wide defaults?

Choose 2 Answers

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

Correct Ans – B,C

48. Universal Containers uses a custom object to track open job positions. They would like to automatically post updates on a record's feed whenever a position stage is changed.

Which social feature can be used to accomplish this?

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

Correct Ans – D

49. 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.

Correct Ans - D

50. 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.

Correct Ans :C,D

51. 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

Correct Ans - D

52. Universal Container needs to add an additional recipient to a workflow email alert that is fired from the case object.

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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

Correct Ans – B,C

53. 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 a project object and 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. Cross-object fields update between the project and account records are not supported.
- B. The account lookup field on the project record can be made optional
- C. User can only delete accounts if they have access to related project records.
- D. The account record can include roll-up summary field with data from the project records.

Correct Ans :A,B

54. An app builder has created a report for sales people to view records from the custom object, some users have complained that they are unable to see all of the appropriate records.

What steps should be taken to ensure data visibility within the report?

Choose 3 Answers

- A. Check organization-wide defaults
- B. Check the user's profile for object settings.
- C. Check the report folder sharing settings.
- D. Check reports filter
- E. Check Sharing rules.

Correct Answer – A,B,E

55. 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.

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- C. Use record types with multiple page layout.
- D. Create a multi-select pick-list field.

Correct Ans :D

56. Universal container would like to use a chatter group for their mergers and Acquisitions to collaborate on potential new projects. The group should not be visible to non-members to see you or join, and can be accessed by invite only.

Which chatter group type should the app builder recommend?

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

Correct Ans – A

57. 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.

Correct Ans – B,C

58. 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.

Correct Ans – A,C

59. What is a section of the Lightning App Builder Tool?

Choose 3 Answers

- A. Canvas
- B. Mini Page Layout
- C. Selected Publisher actions
- D. Mobile Cards
- E. Components

Correct Ans – A,C,E

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60. Universal Container wants to display a message when a case needs follow up.

What can be used to display different text on the case record depending on the number of days a case is opened?

- A. Formula Field
- B. Workflow update
- C. Case Process
- D. Lightning Process Builder

Correct Ans –A

Q61. 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.

Correct Ans – D

Q62. Which statement is true when a new full sandbox is created?

Choose 2 ans

- 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.

Correct Ans - B,D

https://help.salesforce.com/HTViewHelpDoc?id=data_sandbox_implementation_tips.htm

Q63. Universal Containers has purchased a Lightning Component on the AppExchange.

Where can that component be utilized.

Choose 2 ans

- A. Visual Workflow
- B. Salesforce1 Mobile App
- C. Lightning Process Builder
- D. Standalone Lightning App

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Correct Ans – B,D

<http://www.jitendrazaa.com/blog/salesforce/salesforce-faq-part-20-lightning-questions/>

Explanation:-Currently you can only use Lightning Components in the Salesforce1 Mobile App or a standalone app.

Q64. Which is statement is true for embedding a Visualforce page in a page layout?

Choose 2 ans

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

Correct Ans – A,B

Q65. Universal Containers needs a field on the Account to track how many Opportunities are closing within the next 30 days.

What can be used to accomplish this goal?

- A. Process Builder
- B. Apex Code
- C. Roll-up summary field
- D. Workflow Rule

Correct Ans - C

Q66. Universal Containers has two teams: Sales and Services. Both teams interact with the same records. Sales users use ten fields on the Account record. Services users use three of the same fields as the Sales team, but also have five of their own, which the sales team does not use.

What is the minimum configuration necessary to meet this requirement?

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

Correct Ans– B

Explanation- Record types allow you to offer different business processes, picklist values, and page layouts to different users based on their profiles.

Q67. The Director of Customer Service wants to know when agents are overwhelmed with high-priority items in the support queue. The Director wants to receive a notification when a new case is open with the status of “New” for more than four business hours.

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Which automation process could be used to accomplish this?

Choose 2 ans

- A. Escalation rules
- B. Visual workflow
- C. Lightning Process Builder
- D. Scheduled Apex

Correct Ans– A,C

Explanation- Implemented in my Org([Process Builder - Question7and8](#))

Q68. Representatives at Universal Containers use Salesforce to record information for leads. When new prospects are added, an outbound message is sent to SAP with lead's information.

Which automation process will accomplish this without writing any code?

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

Correct Ans– B

Q69. A customer service representative at a call center would like to be able to collect information from customers using a series of question prompts.

What could be used to accomplish this?

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

Correct Ans– B

Q70. Which use case can be accomplished using a custom link?

Choose 3 ans

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

Correct Ans– B,C,E

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Q71. 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.

Correct Ans– A

https://help.salesforce.com/apex/HTViewHelpDoc?id=reports_embed_pagelayout.htm&language=th

Q72. 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.

Correct Ans– D

https://help.salesforce.com/apex/HTViewHelpDoc?id=admin_sharing.htm

Q73. At Universal Containers, multiple departments utilize the Case object for different purposes. Some users submit cases for IT and HR requests. Other users provide customer support with case records.

How can an App Builder enable different users to see different fields, based on the case type?

- A. Create different case record types for IT, HR and Customer Support. Assign different page layouts to each record type by profile.
- B. Create different case field sets for IT, HR and Customer Support. Assign different field sets by profile.
- C. Create different case record types for IT, HR and Customer Support. Assign different page layouts to each record type by role.
- D. Create different case field sets for IT, HR and Customer Support. Assign different field sets by role.

Correct Ans– A

Q74. 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?

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- A. FORMULA FIELD
- B. WORKFLOW
- C. ROLL-UP SUMMARY FIELD
- D. APEX

CORRECT ANS – B

Q75. 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.

CORRECT ANS –C

[HTTP://HELP.SALESFORCE.COM/APEX/HTVIEWHELPODOC?ID=REPORTS_DEFINING_REPORT_TYPES.HTM&LANGUAGE=EN_US](http://help.salesforce.com/apex/htviewhelpdoc?id=reports_defining_report_types.htm&language=en_US)

- **Explanation:-** You can choose from all objects—even those you don't have permission to view. This lets you build report types for a variety of users.
- Once you save a report type, you can't change the primary object.
- If the primary object on a report type is a custom object, and the custom object is deleted, then the report type and any reports created from it are automatically deleted.
- If you remove an object from a report type, all references to that object and its associated objects are automatically removed from reports and dashboards based on that type.

Q76. 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

correct ans – C

Q77. 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

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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 ans

- 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.

CORRECT ANS – B,C

Explanation- While creating the sharing rule in “Select the user to share with” we have the choice of “Roles” and “public groups” not profile and permission set.

Q78. In order to delete opportunities, universal containers would like sales reps to submit request for approval from their sales manager.

What can be used to meet these requirements?

- A. two step approval process
- B. approval process with apex trigger
- C. approval process with time dependent workflow action
- D. process builder with submit for approval action

Correct Ans – A

Q79. 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 heirarchy.
- D. The record owner and anyone above the owner in the role hierarchy.

Correct Ans– B

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Q80. To synchronize account, orders, and shipments in real time, a developer has built a custom interface between an external and salesforce. prior to deployment, the developer needs to confirm that the interface can sustain the synching of thousands of records at a time.

Which sandbox environment is recommended to complete performance and load testing?

- A. partial sandbox
- B. full sandbox
- C. developer sandbox
- D. developer pro sandbox

correct ans – B

Q81. 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 ans

- A. public groups
- B. permission sets
- C. roles
- D. profiles
- E. users

Correct ans – A,C,E

Q82. What is true statement regarding master – detail relationship?

Choose 3 ans

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

Correct ans – A,C,E

Q83. What is the capability of a schema builder?

Choose 2 ans

- A. To update description of standard and custom objects.
- B. To modify custom field help text on standard objects.
- C. To create new look-up or master-detail object relationship.

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D. To enable field history tracking on standard objects.

Correct Ans – B,C

Q84. 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()

Correct ans – D

<https://quizlet.com/113541029/salesforce-app-builder-cert-full-part-1-flash-cards/>

Q85. Universal containers is importing 1000 records into Salesforce. They want to avoid any duplicate records from being created during the import.

How can these requirements be met?

- A. Include a column in the import file that has either record names, Salesforce IDs, or external IDs that can be used to match records.
- B. When importing the file, select the “Prevent Duplicates” option on the last step of the Import Wizard and import the file.
- C. After importing all of the custom objects, run a duplicate check report, export the record to a CSV File, and run a mass delete to purge any duplicates.
- D. After importing all of the custom objects, review all records created and manually merge or delete and duplicate record.

Correct Ans - A

Q86. Which type of relationship can be defined with external objects?

Choose 2 Ans

- A. Cross organizational look-up
- B. External look-up
- C. External master-detail
- D. Indirect look-up

Correct Ans – B,D

https://help.salesforce.com/HTViewHelpDoc?id=external_object_relationships.htm

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Q87. Universal Containers wants to streamline its data capture process by linking fields together. They wish to do this so that the available value on dependents fields are driven by value selected on controlling fields.

Which consideration supports the stated requirements?

Choose 3 ans

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

Correct Ans – B,C,E

https://help.salesforce.com/apex/HTViewHelpDoc?id=fields_dependent_field_considerations.htm&language=en

Q88. 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.

Correct Ans – C

https://help.salesforce.com/apex/HTViewHelpDoc?id=notes_on_changing_custom_field_types.htm&language=en

Explanation-If you change the data type of any custom field that is used for lead conversion, that lead field mapping will be deleted.

If you change the data type of a custom field that is set as an external ID, choosing a data type other than text, number, or email will cause the field to no longer act as an external ID.

The option to change the data type of a custom field is not available for all data types. For example, existing custom fields cannot be converted into encrypted fields nor can encrypted fields be converted into another data type.

Q89. The VP of account management at Universal Containers has requested that all contacts mailing postal codes match the associated accounts shipping postal code.

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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.

Correct Ans - D

Q90. 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.

Correct Ans – B (Not 100% Sure) OR C

<https://quizlet.com/113541029/salesforce-app-builder-cert-full-part-1-flash-cards/>

Q91. Universal container needs to update a field on an account when an opportunity stage is changed to closed lost.

What can be used to accomplish this requirement?

Choose 2 answers

- A. lightning process builder
- B. Approval process
- C. Assignment rule
- D. workflow rule

Correct Ans– A,D

Q.92 The organization-wide default for a custom object is set to private. The superior profile grants view access to the same object. A user with the superior profile is also listed as the manager on the user detail record for a subordinate. However, the superior still cannot view records owned by the subordinate.

What is preventing the superior from viewing records owned by the subordinate?

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Choose 2 answers

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

Correct Ans - C,D

Q93. 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.

Correct Ans -A

Q94. 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.

Correct Ans- A,C

Explanation - Namespaces are not used in unmanaged packages. In fact, even if your organization is namespaced, the namespace is removed from all components when it is uploaded as an unmanaged package.

https://developer.salesforce.com/page/An_Introduction_to_Packaging

Once the components are installed from an unmanaged package, the components can be edited in the organization they are installed in. The developer who created and uploaded the unmanaged package has no control over the installed components, and can't change or upgrade them.

https://help.salesforce.com/apex/HTViewHelpDoc?id=sharing_apps.htm

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Q-95 A sales manager would like to look at an account record and view charts of all of the related open opportunities. Closed/won opportunities, and open cases.

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

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

Correct Ans—D

You can have two report charts per page.

You can only add report charts from the enhanced page layout editor. The mini console and the original page layout editor are not supported.

On detail pages, users can refresh up to 100 report charts every 60 minutes.

Your organization can refresh up to 3,000 report charts every 60 minutes.

https://help.salesforce.com/HTViewHelpDoc?id=reports_embed_limits.htm&language=en_US

Q96. 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

Correct Ans - B

Q97. 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.

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- 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.

Correct Ans - A,D,E

https://help.salesforce.com/apex/HTViewHelpDoc?id=leads_notes.htm

Q98. 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.

Correct Ans– A,D

Q99. Which objects can be members of a campaign?

Choose 2 answers

- A. contact
- B. account
- C. opportunity
- D. lead

Correct Ans – A,D

Explanation- Campaign members are created from lead, contact, or person account records. Salesforce provides a variety of ways in which you can manage your campaign members. You can add and update up to 50,000 campaign members at a time through lead, contact, and person account reports; you can search for and add or edit multiple leads and contacts from the Manage Members page; you can add an unlimited number of leads and contacts using a CSV import file; or you can add members to a campaign one at a time from contact or lead detail pages.

Q100. 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)

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- B. Picklist
- C. Text area
- D. Picklist (multi-select)

Correct Ans – D

Q101. Universal Containers is setting up salesforce for the first time. management wants the sales and marketing teams to have different navigation names in the salesforce1 mobile app.

Which option is available to an app builder to satisfy the requirement?

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

Correct Ans – A

Explanation-You can't set different menu configurations for different types of users.

Anything that is represented by a tab in Salesforce—such as standard and custom objects, Visualforce pages, the Feed, People, or Groups—is visible for a user in the Salesforce1 menu, based on the user's profile settings. For example, if a user is assigned to a profile that has the Groups tab set to Tab Hidden, the user won't see the Groups menu item in Salesforce1, even though an administrator has included it in the menu.

https://help.salesforce.com/HTViewHelpDoc?id=sf1_navigation_menu_about.htm&language=en_US

Q102. 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 selected list for the navigation menu.
- C. Groups is included in the smart search items but not on the navigation menu.
- D. Groups can not be the last item in the navigation menu.

Correct Ans – B

https://help.salesforce.com/apex/HTViewHelpDoc?id=customizing_navigation_pane.htm&language=en_US

Explanation- If you don't include this item in the menu, a Groups item is automatically added to the set of Smart Search Items.

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https://help.salesforce.com/HTViewHelpDoc?id=sf1_navigation_menu_about.htm&language=en_US

Q103. What is the true statement 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.

Correct Ans – B,C,D

Explanation- Tabular, Summary, or Matrix to Joined

The existing report becomes the first block in the joined report, and the report type becomes the principle report type for the joined report.

Joined report blocks are formatted as summary reports, so if you switch from a summary to a joined report, your groupings stay the same. If you switch from a matrix to a joined report, groupings are converted the same way as when you switch from a matrix to a summary report.

The following items aren't supported in joined reports, and aren't converted:

Bucket fields

Cross filters

The Rows to Display filter

https://help.salesforce.com/htviewhelpdoc?id=reports_changing_format.htm&siteLang=en_US

Q104. 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 that 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.

Correct Ans – A,C

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Q105. What is recommended to refresh a full sandbox?

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

Correct Ans – C

Q106. At Universal Containers, the Account object has a Master-Detail relationship with an Invoice custom object. The App Builder would like to change to a lookup field, but is not able to do so.

What could be causing this?

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

Correct Ans – B

https://help.salesforce.com/apex/HTViewHelpDoc?id=relationships_considerations.htm&language=en

Q107. 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.

Correct Ans – B,C

Q108. 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.

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- 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.

Correct Ans – A,C

https://help.salesforce.com/apex/HTViewHelpDoc?id=workflow_field_update_considerations.htm&language=en

Q109. The VP of Marketing wants to broadcast an email to 10,000 contacts in Salesforce on a regular basis, but realizes Salesforce's mass email functionality has a limitation on the number of emails that can be sent each day.

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

Correct Ans – C

Explanation- Check out the following link: MassMailer App Link on AppExchange

<https://appexchange.salesforce.com/listingDetail?listingId=a0N30000005uxj5EAA>

Q110. 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

Correct Ans – A,B

Q111. Sales representatives want to capture custom Feedback record details related to each Account. The sales reps want to accomplish this with minimal clicks on the Salesforce1 mobile application.

What is the recommended solution to meet this requirement?

Choose 2 answers.

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

Correct Ans – A,D

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https://developer.salesforce.com/docs/atlas.en-us.salesforce1appadmin.meta/salesforce1appadmin/s1_admin_guide_actions_predef_values.htm

https://help.salesforce.com/apex/HTViewHelpDoc?id=customize_sf1_rollout_overview.htm&language=en_US

Q112. 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.

Correct Ans – C,D

<https://quizlet.com/113541029/salesforce-app-builder-cert-full-part-1-flash-cards/>

Q113. What may occur if workflow rules are reevaluated after a field change by a field update?

- A. A recursive loop potentially results in exceeding organizational limits.
- B. Cross-object workflow rules result in re-evaluation after field change.
- C. Workflow rules trigger validation rules on field updates.
- D. Workflow rules trigger more workflow rules to be re-evaluated.

Correct Ans – A,D

Q.114 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.

Correct Ans - C

Q115. 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.

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Which chatter Group type should the App Builder recommend?

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

Correct Ans – B

Q116. 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 Public Group that allows for Read and Edit access to an object.
- C. Assigning a user a Permission Set that allows Read and Edit access to an object.
- D. Assigning a user a Role that allows Read access to an object.

Correct Ans – A,C

Q117. 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

Correct Ans – B,C

Q118. Universal Containers has created the custom objects Candidate and Interview in Salesforce to track candidates and interviews respectively. The company wants to track the total number of interviews a candidate has gone through on the candidate record without writing any code.

How can app builder accomplish this requirements?

Choose 2 answers

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

Correct Ans – A,B

Salesforce Platform App Builder (W119)

Q119. 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

Correct Ans – B,C,D

https://help.salesforce.com/HTViewHelpDoc?id=fields_about_roll_up_summary_fields.htm

Q120. Universal Containers provides access to Salesforce for their sales, service and marketing teams. Management wants to ensure that when users log in, their home tab provides access to links and documentation that are specifically relevant to their job function.

How can this requirement be met?

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

Correct Ans – B

1) An App Builder has been asked to integrate Salesforce with an external web service. The web service must be notified every time an Opportunity is Won.

What are two ways satisfy this requirement. Choose 2 answers

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

2) Universal Containers would like to optimize routes for its travelling service personnel.

What is the recommended solution to meet this requirement.

- A. Configure Territory Hierarchy and rules for routes based on territory.
- B. Use an AppExchange partner product.**
- C. Use geolocation fields with the DISTANCE and GEOLOCATION FORMULAS.

Salesforce Platform App Builder (W119)

D. Configure routing options in a custom object.

3) An App Builder creates an Account validation rule on the Industry field that will throw an error if the length of the field is longer than 6 characters. Another App Builder creates a workflow rule with a field update that sets the Industry field to Technology whenever the Billing City field is set to San Francisco.

What will happen the next time a salesperson saves an Account with a Billing City of San Francisco?

A. The record will save but the Industry field will NOT change to Technology.

B. The record will NOT save and the validation rule's error message will be displayed.

C. The record will save and the Industry field will change to Technology.

D. The record will NOT save and NO error message will be displayed.

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

What is the recommended solution to meet this requirement?

A. Workflow Rule

B. Roll-Up Summary Field

C. Process Builder.

D. Cross-Object Formula Field

5) A manager wants to calculate the number of days since an account was last contacted through email.

What field type should be used to accomplish this?

A. Date

B. Number

C. Formula

D. Roll-up summary

6) Universal Container's CFO has asked that all deals with more than 40% discount get automatically sent to the VP of finance. He will review deals without the sales rep needing to take action.

Which 2 ways can be accomplished without building code?

Choose 2 Answers.

A. Create a new approval process that has automatic submission enabled in the entry criteria

B. Launch a new approval process that has automatic submission enabled as an initial submission action.

C. Create a new process with a submit for approval action to automatically submit deals for approval.

D. Launch a flow that uses the submit for approval action to submit deals for approval.

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

What is the minimally required configuration to accomplish this?

A. With a custom project evaluation object, create a separate page layout for each team and assign them using a profile. Use permission sets to configure each team's field list and picklist values.

B. Create separate page layouts to determine the fields and picklist values for each user based on the team indicated on their user record. Use field-level security to restrict access to each team's fields.

C. With a custom project evaluation object, create separate record types with different picklist values and page layouts for each team. Create and assign separate profiles by team.

D. Create separate custom objects to track project evaluations independently of each other with record types and page layouts. Assign custom objects permissions with three different profiles.

8) The CRM Manager at Universal Containers has requested that a custom text field be converted to picklist in order to promote better data hygiene.

Which two actions should be considered before changing the field type?

Choose 2 Answers.

A. Changing a field type will remove existing field history.

B. All data should be backed up before converting a text field.

C. Field references will be removed in Visualforce pages.

D. Existing list views that reference the field may be deleted.

9) An App Builder at Universal Containers would like to prevent users from creating new records on an account related list by overriding standard buttons?

Which two aspects should the App Builder consider before overriding standard buttons?

Choose 2 answers

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.

10) What is a feature that can extend record access beyond the organization-wide defaults?

Choose 2 answers

A. Criteria-based sharing rules.

Salesforce Platform App Builder (W119)

B. Dynamic role hierarchy.

C. Owner-based sharing rules.

D. Public or private groups.

11) Universal Containers has a customer base where many customers have the same or similar company names.

Which functionality should be configured to improve an end user's search experience?

Choose 2 answers

A. Update the account search layouts search filter fields.

B. Update the account search layouts search results columns displayed.

C. Update the account search layouts list view filter settings.

D. Update the account search layouts accounts tab columns displayed.

12) The App Builder has just created a Visual Workflow for the VP of Service. Which two Visual Workflows be accessed by users?

Choose 2 answers

A. Visual Workflow Launcher.

B. From a Process

C. Custom Button

D. Quick Action

13) A Custom field on an account is used to track finance information about a customer. Only members of the Finance Team have access to the 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 recommend solution to grant the customer service agent access to the field?

A. Create a new profile to allow for read-only access to the field via Field Level Security and assign it to the agent.

B. Create a permission set that allows read-only access to the field via field level security and assign it to the agent.

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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.

14) What feature can an App Builder use to automatically assign cases that have been open longer than three days to the next support tier?

A. Case Assignment Rules

B. Case Auto Response Rules

C. Case Escalation Rules

D. Case Business Rules

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

Which workflow action might cause this behavior?

A. Workflow tasks where the "due Date" field is set to "Rule Trigger Date" minus X days.

B. Workflow emails containing hard coded links with sales force IDs referencing specific workflow rules.

C. Workflow field updates with the "Re-evaluate workflow rules after field change" field selected.

D. Workflow outbound messages with the "Protected Component" field selected.

16) Which three salesforce functionalities are ignored when processing field updates in workflow rules and approval processes?

Choose 3 Answers.

A. Decimal places and character limits.

B. Validation rules.

C. Multiple currencies.

D. Field-Level Security.

E. Record type picklist value assignments.

17) What is true when deleting a dashboard?

A. Deleting a dashboard also deletes the components within it. It does not delete the custom reports used by the components.

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B. Deleting a dashboard also deletes the components within it as well as the custom reports used by the components.

C. Deleting a dashboard requires a user to first edit the components to remove the underlying reports.

D. Deleting the dashboard does not move the dashboard to the recycle bin and therefore the dashboard cannot be recovered.

18) An App Builder would like to streamline the user experience by reflecting summarized calculations of specific fields on various objects.

Which 3 field types could be used in roll-up summary fields to accomplish this?

Choose 3 Answers.

A. Time.

B. Percent.

C. Currency

D. Date.

E. Checkbox.

19) Which two will prevent a formula field from being referenced by a roll-up summary field?

Choose 2 Answers.

A. The CASE() function in the formula field.

B. The NOW() function in the formula field.

C. A cross-object field reference in the formula field.

D. A cross-object workflow updating a field referenced by the formula field.

20) Universal container has 2 types of customer support processes: platinum and diamond. The App builder created separate record types for each process on the case object. The customer support team should not be able to create new cases with the diamond record type.

How can this requirement be met?

A. Update the profile to remove the diamond record type for the support team.

B. Update the organization-wide defaults to private.

C. Remove the ability for the support team to create new case records.

D. Make the record type hidden to all users and then use sharing rules to share it.

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21) Which sandbox type allows for the use of a sandbox template? A. Developer Sandbox.

B. Config sandbox.

C. Developer pro sandbox.

D. Partial sandbox.

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

What should be configured?

A. Page Layouts.

B. Field-Level Security.

C. Record types.

D. Permission sets.

23) Universal containers uses a private account sharing model. They have a process improvement team with representatives from multiple departments that needs to view all accounts that have been flagged as problem accounts.

How should this team be granted access to the records?

A. Use a record owner sharing rule that is shared with the process improvement public group.

B. Use a criteria-based sharing rule where the accounts are shared with the process improvement public group.

C. Write a trigger to use apex managed sharing to grant access with the process improvement team.

D. Use a record owner sharing rule that is shared with the process improvement rule.

24) A new custom object called invoices needs to have an invoice date for the date and time it was invoiced.

What field type should be selected for this?

A. Date/Time.

Salesforce Platform App Builder (W119)

B. Date.

C. Time

D. Date/Timestamp

25) What are two capabilities of record types? Choose 2 Answers.

A. Displaying different page layouts.

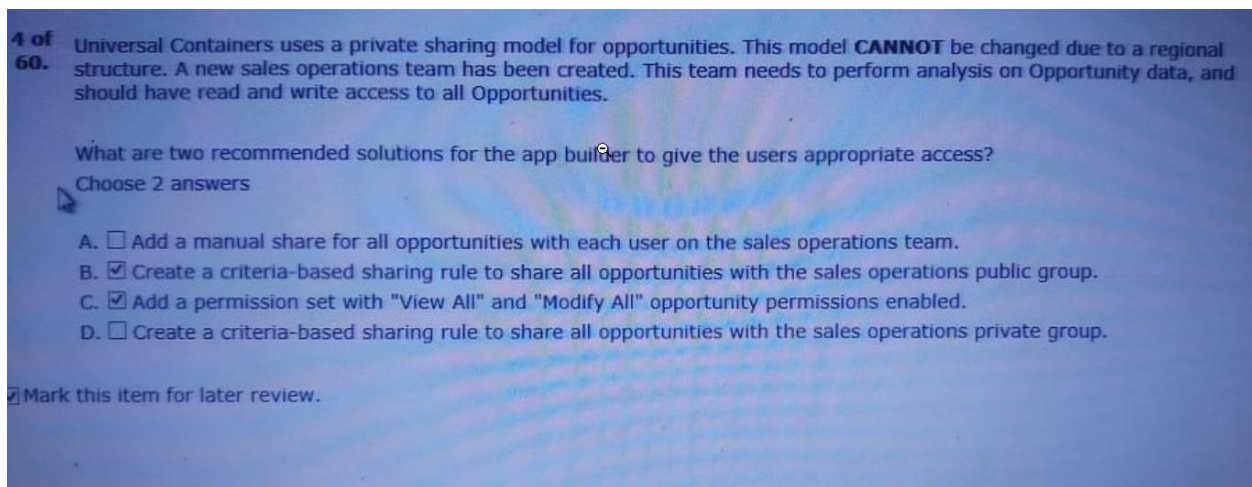
B. Displaying different field labels.

C. Filtering picklist values.

D. Having multiple record types on one record.

1. Universal containers uses a private sharing model for opportunities. This model **CANNOT** be changed due to a regional structure. A new sales operations team has been created. This team needs to perform analysis on opportunity data, and should have read and write access to all opportunities.

What are two recommended solutions for the app builder to give the users appropriate access?
Choose 2 answers



Ans -BC

2. At Universal containers, multiple departments utilize the case object for different purposes. Some users submit cases while other users provide customer support with case recors.
What is the minimum required configuration for an app builder to enable different users to see different fields, based on the case type?

Salesforce Platform App Builder (W119)

5 of 60. At Universal Containers, multiple departments utilize the Case object for different purposes. Some users submit cases while other users provide customer support with case records.

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

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

Ans -A

3.The training team at universal containers uses a custom training object to track customer training sessions, an app builder needs to create a relationship between the training object and the related students' record.

Which two statements are true when creating a student lookup field on the training object? Choose 2 answers

Salesforce Certified Platform App Builder (W119)

Time Remaining: 1:10:24

2 of 60. The Training team at Universal Containers uses a custom Training object to track customer training sessions. An app builder needs to create a relationship between the Training object and the related Students' record.

Which two statements are true when creating a Student lookup field on the Training object?
Choose 2 answers

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

☒ Mark this item for later review.

Ans - AB

4.Which three statements are true about master-detail relationship? Choose 3 answers

Salesforce Platform App Builder (W119)

Time Remaining: 1:10:00

12 of 60. Which three statements are true about Master-Detail relationships?
Choose 3 answers

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

Mark this item for later review.

Ans -ACD

5. Universal Containers needs to update a field on an account when an opportunity stage is changed to closed lost.

Which two tools should be used to accomplish this requirements? Choose 2 answers

13 of 60. Universal Containers needs to update a field on an Account when an Opportunity Stage is changed to Closed Lost.

Which two tools should be used to accomplish this requirement?
Choose 2 answers

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

☒ Mark this item for later review.

Ans -BD

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

How can the app builder satisfy this requirements?

Salesforce Platform App Builder (W119)

19 of 60. The app builder at Universal Containers has been asked to ensure that the Country field on the Account object is captured as the two-letter abbreviation.

How can the app builder satisfy this requirement?

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

Mark this item for later review.

Ans -C

7. universal containers (uc) uses a custom object to track expense reports. Uc wants to automatically post update record's feed whenever an expense report has been approved. Which social feature can be used to accomplish this?

22 of 60. Universal Containers (UC) uses a custom object to track expense reports. UC wants to automatically post update record's feed whenever an expense report has been approved.

Which social feature can be used to accomplish this?

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

Mark this item for later review.

Ans -D

8. the marketing team at universal containers has a list of 400 leads it wants to upload to salesforce. The team needs to avoid creating duplicate records.

Which two actions should be taken to meet this requirement? Choose 2 answers

Salesforce Platform App Builder (W119)

Time Remaining: 1:09:23

28 of 60. The marketing team at Universal Containers has a list of 400 leads it wants to upload to Salesforce. The team needs to avoid creating duplicate records.

Which two actions should be taken to meet this requirement?
Choose 2 answers

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

☒ Mark this item for later review.

Ans -AC

9. universal containers wants to test code against a subnet of production data that is under 5gb. Additionally, universal containers wants to refresh this sandbox every weekend.

Which type of sandbox should be used to accomplish this?

24 of 60. Universal Containers wants to test code against a subset of production data that is under 5 GB. Additionally, Universal Containers wants to refresh this sandbox every weekend.

Which type of sandbox should be used to accomplish this?

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

☒ Mark this item for later review.

Ans -D

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

Which two issues are preventing the supervisor from viewing records owned by the subordinate?
Choose 2 answers

Salesforce Platform App Builder (W119)

30 of 60. The organization-wide default for a custom object is set to private. The Supervisor profile grants view access to the same object. A user with the Supervisor profile is also listed as the Manager on the user detail records for a subordinate. However, the Supervisor still **CANNOT** view records owned by the subordinate.

Which two issues are preventing the Supervisor from viewing records owned by the subordinate?
Choose 2 answers

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

☒ Mark this item for later review.

Ans -AB

11. which two statements are true about records types? Choose 2 answers

31 of 60. Which two statements are true about record types?
Choose 2 answers

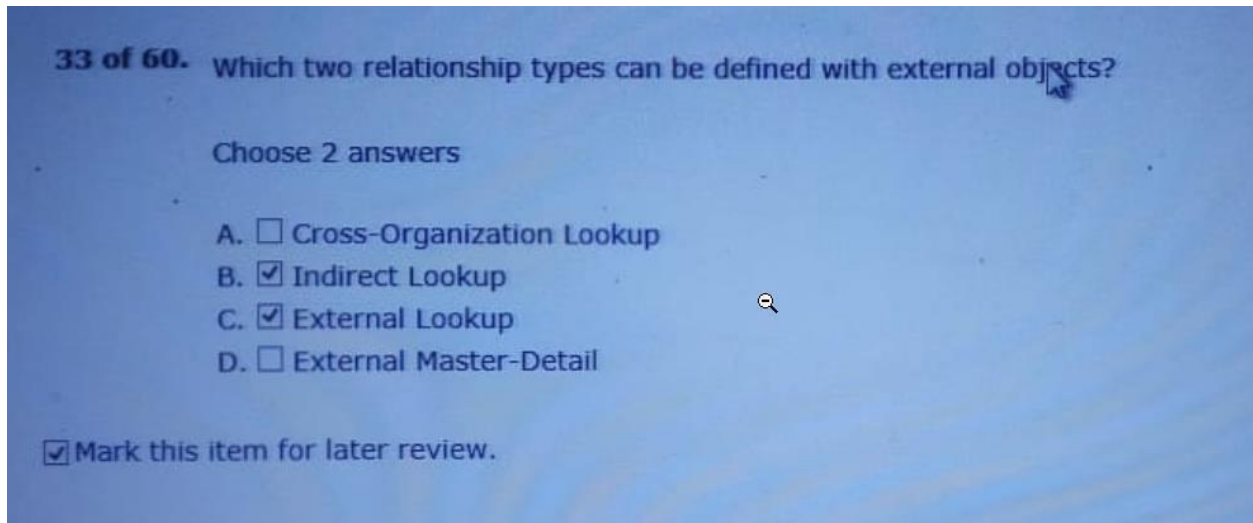
- A. ☐ They allow different picklist values for all picklist fields.
- B. ☒ They can be used to control user role hierarchy.
- C. ☒ They allow different page layouts and mandatory fields.
- D. ☐ They can be enabled by profile and permission set.

☒ Mark this item for later review.

Ans -BC

12. which two relationship types can be defined with external objects? Choose 2 answers

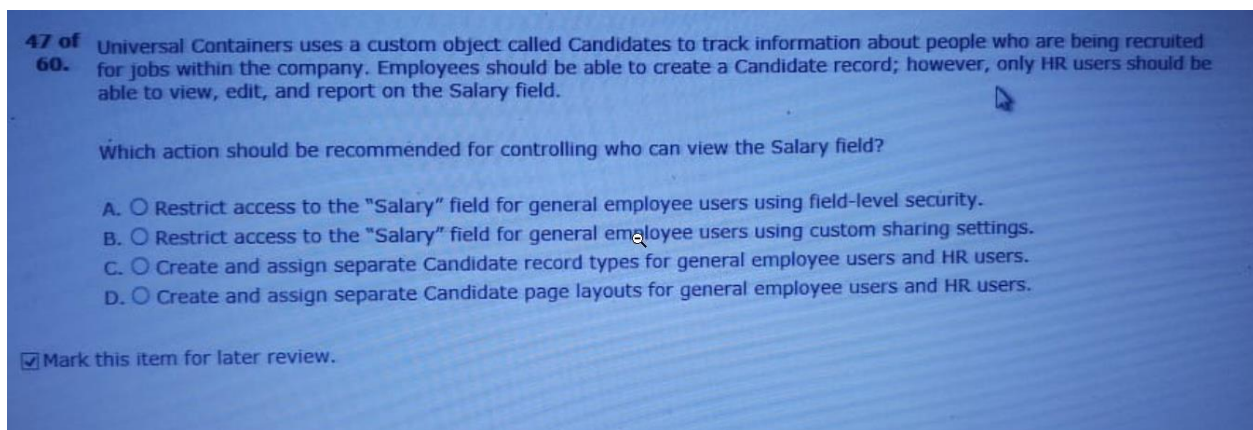
Salesforce Platform App Builder (W119)



Ans -BC

13. universal containers uses a custom object called candidates to track information about people who are being recruited for jobs within the company. Employees should be able to create a candidate record; however, only hr users should be able to view, edit, and report on the salary fiels.

Which action should be recommended for controlling who can view the salary field?

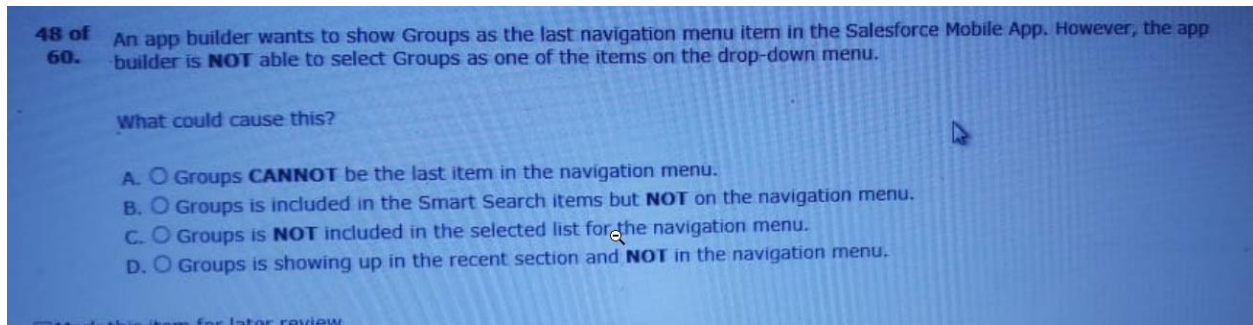


Ans -A

14. an app builder wants to show groups as the last navigation menu item in the salesforce mobile app. However, the app builder is not able to select groups as one of the items on the drop-down menu.

Salesforce Platform App Builder (W119)

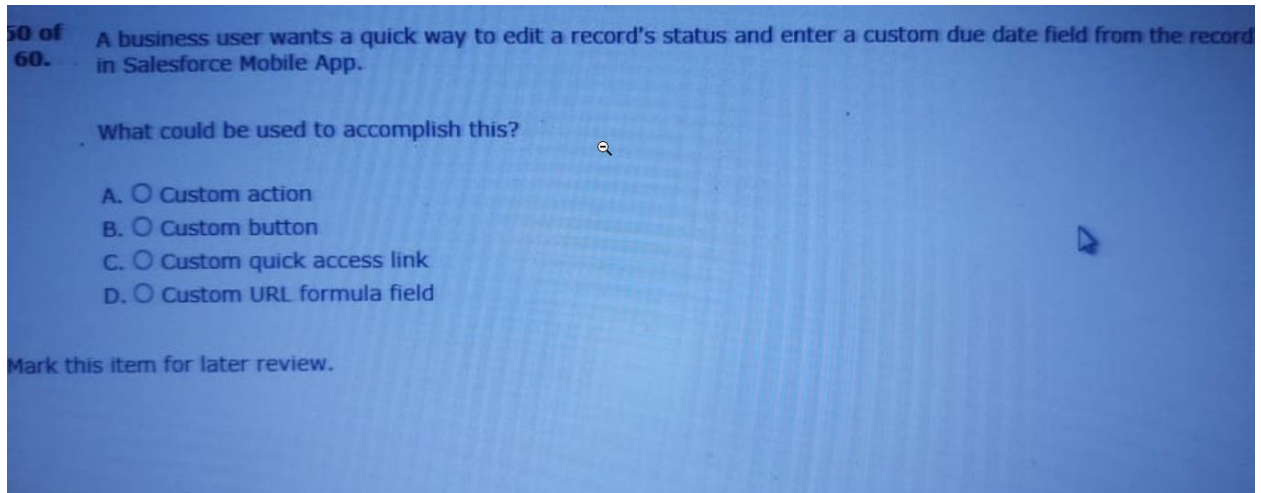
What could cause this?



Ans -C

15. a business user wants a quick way to edit a record's status and enter a custom due date field from the record in salesforce mobile app.

What could be used to accomplish this?

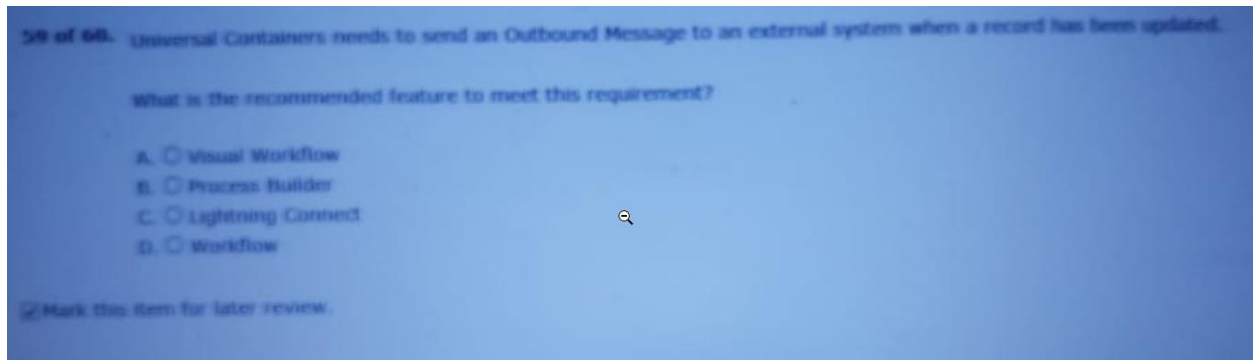


Ans -A

16. universal containers needs to send an outbound message to an external system when a record has been updated.

What is the recommended feature to meet this requirement?

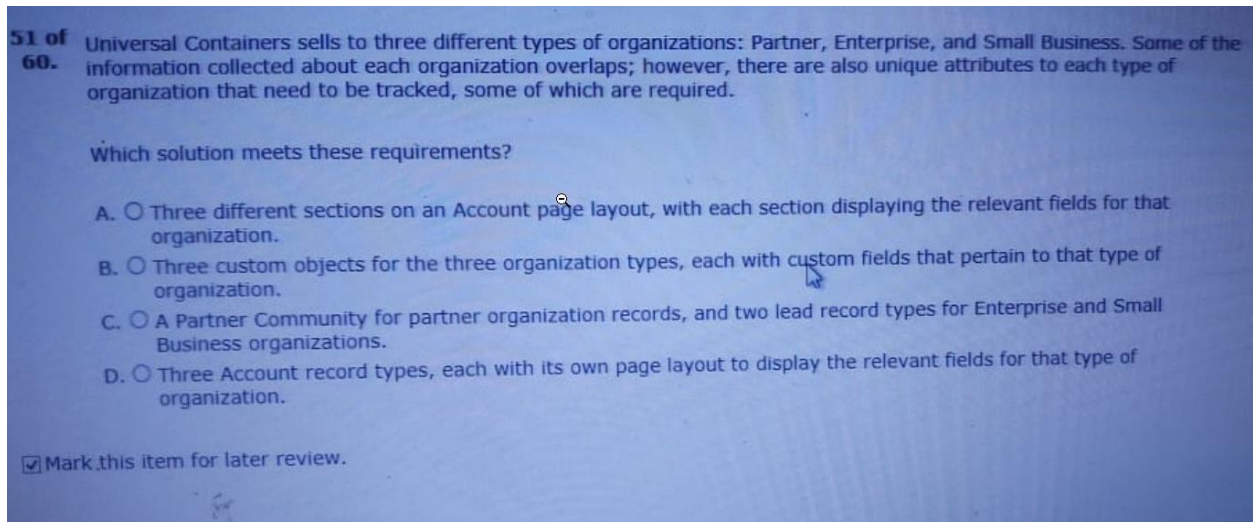
Salesforce Platform App Builder (W119)



Ans -D

17.universal containers sells to three different types of organization: partner, enterprise, and small business. Some of the information collected about each organization overlaps; however, there are also unique attributes to each type of organization that need to be tracked, some of which are required.

Which solution meets these requirements?



Ans -D

Salesforce Platform App Builder (W119)

18. The CFO wants to make sure that a deal with more than a 40% discount gets approved by the vp of fin.. quote to sent to the customer.

In which two ways can this be accomplished? Choose 2 answers

3 of 60. The CFO wants to make sure that a deal with more than a 40% discount gets approved by the VP of fin quote is sent to the customer.

In which two ways can this be accomplished?
Choose 2 answers

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

☒ Mark this item for later review.

Ans –BC

19. What are two reasons to create an unmanaged package? Choose 2 answers

12 of 60. What are two reasons to create an unmanaged package?
Choose 2 answers

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

☒ Mark this item for later review.

Ans –AB

20. universal containers wants its field sales team to only see the accounts that they own. Separate north American and European marketing teams should only see accounts in their respective regions. The inside sales team needs to see all accounts in salesforce.

How can this be accomplished?

14 of 60. Universal Containers wants its Field Sales team to only see the accounts that they own. Separate North American and European marketing teams should only see accounts in their respective regions. The Inside Sales Team needs to see all accounts in Salesforce.

How can this be accomplished?

- A. ☐ Set the Organization-Wide Default to Private for accounts. Create permission sets for each Marketing Team, and create an Inside Sales Team profile with the "View All" setting for accounts.
- B. ☒ Set the Organization-Wide Default to Public for accounts. Create profiles for each Marketing Team, and create an Inside Sales Team role that is at the top of the Role Hierarchy.
- C. ☐ Set the Organization-Wide Default to Public for accounts. Create criteria- based sharing rules for each Marketing Team, and create an Inside Sales Team permission set with the "View All" setting for accounts.
- D. ☐ Set the Organization-Wide Default to Private for accounts. Create criteria- based sharing rules for each Marketing Team, and create an Inside Sales Team profile with the "View All" setting for accounts.

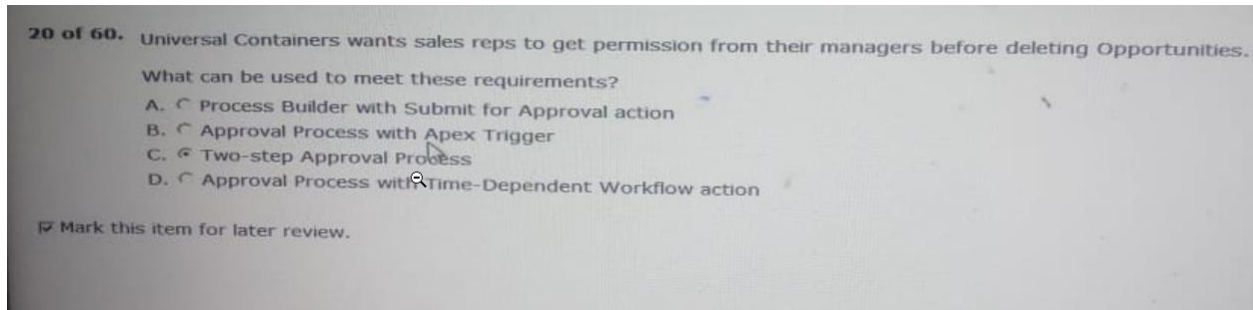
☒ Mark this item for later review.

Ans – A

Salesforce Platform App Builder (W119)

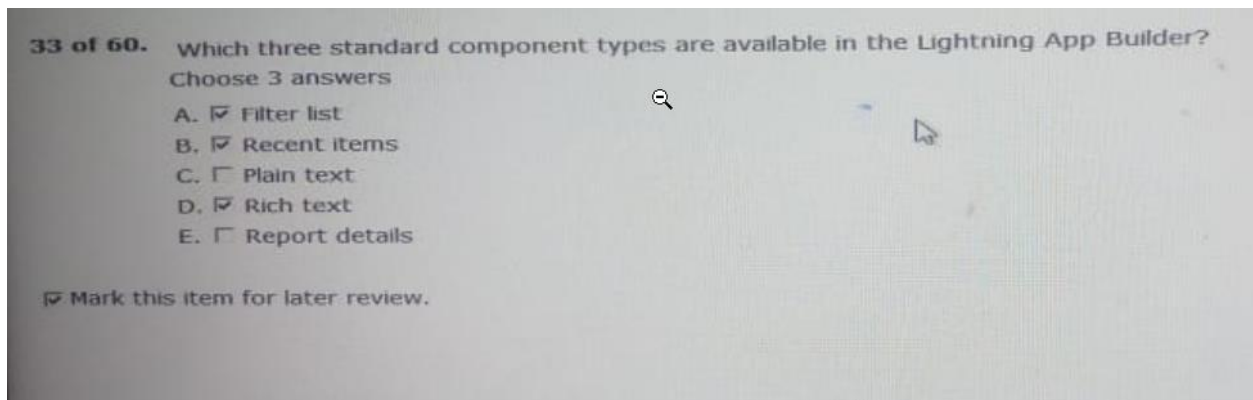
21. universal containers wants sales reps to get permission from their managers before deleting opportunities.

What can be used to meet these requirements?



Ans –C

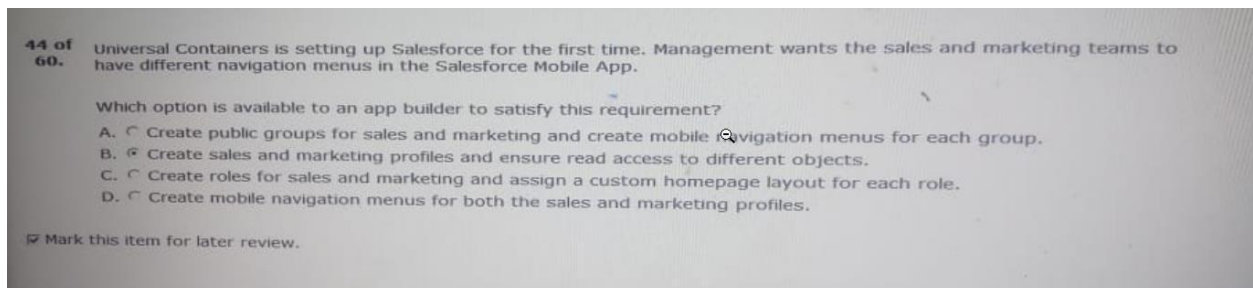
22. which three standard component types are available in the lightning app builder? Choose 3 answers



Ans –ABD

23. universal containers is setting up salesforce for the first time. Management wants the sales and marketing teams to have different navigation menus in the salesforce mobile app.

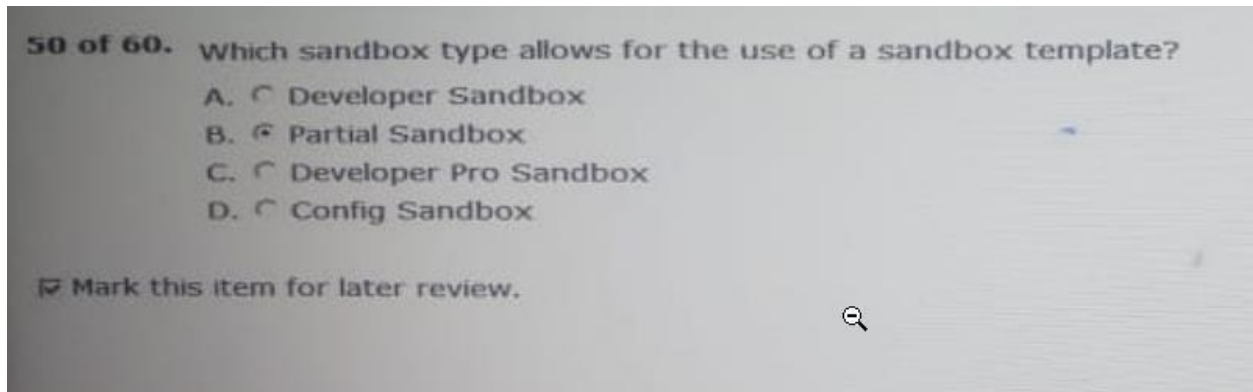
Which option is available to an app builder to satisfy this requirement?



Ans –B

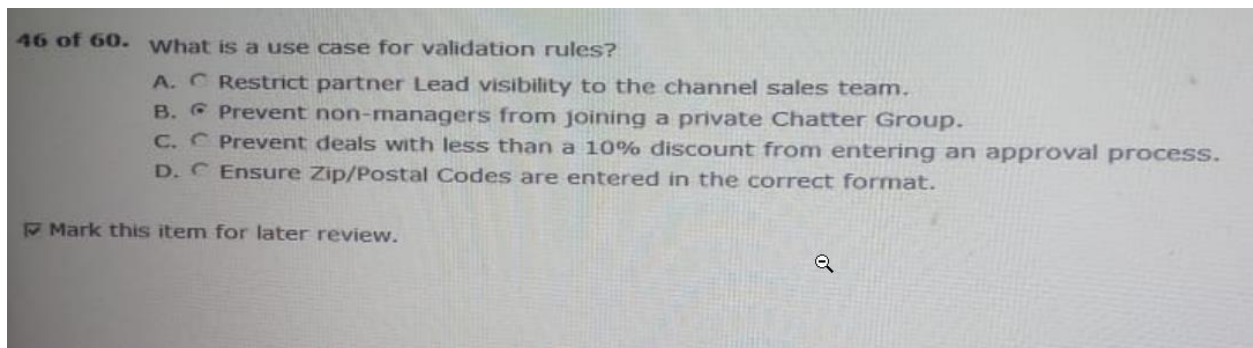
Salesforce Platform App Builder (W119)

24. which sandbox type allows for the use of a sandbox template?



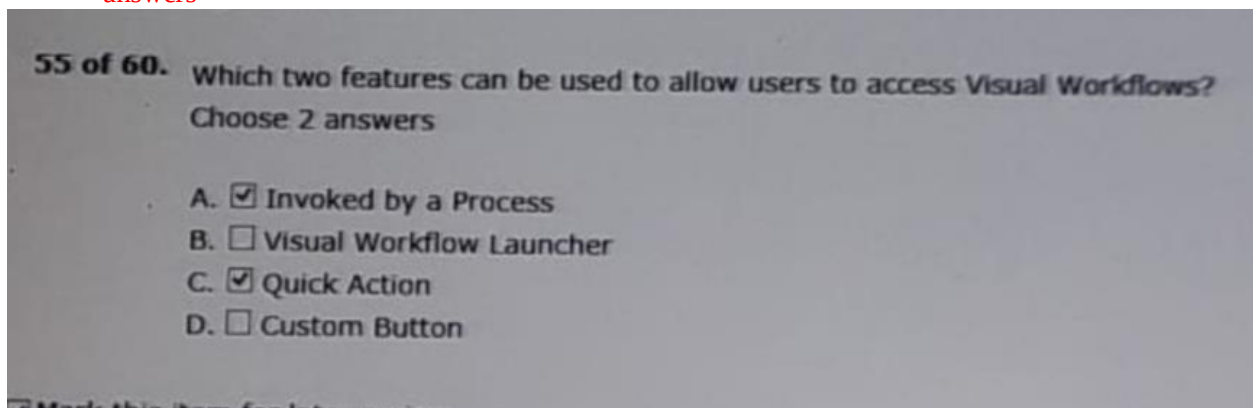
Ans -B

25. what is a use case for validation rules?



Ans -D

26. which two features can be used to allow users to access visual workflows? Choose 2 answers



Ans - BD

Salesforce Platform App Builder (W119)