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**Salesforce Certified Platform App Builder****Time Remaining : 01:39:19**

- 1 of 65.** DreamHouse Realty (DR) employees started using company-owned airplanes for work travel after Ursa Major Solar was acquired. DR executives want to automate the submission travel request forms to enforce the internal policy.

How should an app builder automate travel requests based on these criteria?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:39:14**

2 of 65. A customer service representative at a call center wants to be able to collect information from customers using a series of question prompts.

What should an app builder use to accomplish this?

- A. ☐ Flow
- B. ☐ Process Builder
- C. ☐ Path
- D. ☐ Workflow Rules

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**Salesforce Certified Platform App Builder****Time Remaining : 01:39:10**

3 of 65. An app builder has created a new report type but users are unable to select it from the Report Type list when making a new report for records they own.

What could be causing this issue?

- A. ☐ Access to Create and Customize Reports is disabled.
- B. ☐ The report type is in a status of Deployed.
- C. ☐ The report type is in a status of In Development.
- D. ☐ Access to the necessary object is unavailable.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:39:02**

4 of 65. An app builder has a custom component they want to make available on the utility bar, but the component is unavailable.

How should the component be tagged?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:38:59****5 of 65.** Cloud Kicks wants to display the number of Opportunity records associated with each Account.

Which solution should be used?

- A. ☐ Lookup field
- B. ☐ Process builder
- C. ☐ Roll-up summary field
- D. ☐ AppExchange offering

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**Salesforce Certified Platform App Builder****Time Remaining : 01:38:54**

6 of 65. The DreamHouse Realty (DR) service manager has asked for some improvements in case management to enforce process compliance so that cases are unable to be reverted to an earlier case status, and to ensure that certain fields are required when specific case criteria are met.

Which solution should an app builder implement to meet these requirements?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:38:49**

7 of 65. On the Account Lightning record page, users need to see ten fields and the ability to sort and wrap text on their Related Lists.

What Related List type would the app builder select for the Related List Lightning component?

- A. ☐ Enhanced List
- B. ☐ List Class
- C. ☐ Basic List
- D. ☐ List View

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**Salesforce Certified Platform App Builder****Time Remaining : 01:38:45**

8 of 65. Universal Containers wants to ensure that they are accepting clean data from their users and verify that important fields are entered.

What should an app builder recommend to meet this requirement?

- A. ☐ Configure a validation to require a field for a specific record type.
- B. ☐ Update the important fields to be required on the page layout.
- C. ☐ Create a workflow rule to check the fields are formatted correctly.
- D. ☐ Make a formula field to check the format of the important fields.

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Salesforce Certified Platform App Builder**Time Remaining : 01:38:34**

- 9 of 65.** 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 two formulas will accomplish this requirement?

Choose 2 answers

- A. ☐ 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")))
- B. ☐ CASE(Priority, "Low", "/img/samples/flag_green.gif", "Medium", "/img/samples/flag_yellow.gif", "High", "/img/samples/flag_red.gif", "/s.gif")
- C. ☐ IMAGE(CASE(Priority, "Low", "/img/samples/flag_green.gif", "Medium", "/img/samples/flag_yellow.gif", "High", "/img/samples/flag_red.gif", "/s.gif"), "Priority Flag")
- D. ☐ IMAGE(IF(ISPICKVAL(Priority, "Low"), "/img/samples/flag_green.gif" , IF(ISPICKVAL(Priority, "Medium"), "/img/samples/flag_yellow.gif" , IF(ISPICKVAL(Priority, "High"), "/img/samples/flag_red.gif", "/s.gif"))) , "Priority Flag")

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**Salesforce Certified Platform App Builder****Time Remaining : 01:38:08****10 of 65.** Universal Container wants customers to be able to open cases from a public-facing website.

What should the app builder use to enable visitors to the website?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:38:02**

- 11 of 65.** Cloud Kicks wants to efficiently increase the company's adoption of Salesforce while simultaneously moving away from their reliance on spreadsheets. An app builder is given a spreadsheet everyone is sharing that needs to be added to Salesforce. The object with fields needs to be created and the data inserted simultaneously.

Which tool should be used?

- A. ☐ Schema Builder
- B. ☐ Data Loader
- C. ☐ Import Wizard
- D. ☐ Lightning Object Creator

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**Salesforce Certified Platform App Builder****Time Remaining : 01:37:57**

12 of 65. Cloud Kicks (CK) tracks the support level of its customers on the account record page. CK wants to show a text notification on a case record page when the related account is a platinum-level customer.

How could an app builder meet this requirement?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:37:52**

- 13 of 65.** Cloud Kicks (CK) wants to begin socializing and collaborating within Salesforce around customer accounts to discuss various topics. CK would like all company employees to see these conversations.

Which two features of Chatter would meet CK's business needs?

Choose 2 answers

- A. ☐ Set up new public Chatter groups.
- B. ☐ Set up new private Chatter groups.
- C. ☐ Use Chatter actions to create tasks to complete.
- D. ☐ Use post action on the Account object.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:37:46**

- 14 of 65.** An app builder at Ursa Major Solar has been working on a new custom app in a sandbox that has been upgraded to the next major Salesforce version, and their production instance is still on the current Salesforce version. The development is complete and they are ready to deploy a change set.

What should the app builder consider when planning the deployment?

- A. ☐ The change set will be automatically deployed when production is upgraded.
- B. ☐ The change set components will be upgraded to the next version in production.
- C. ☐ It will fail if there is a feature only available in the next version.
- D. ☐ The deployment is not possible due to different versions.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:37:41**

- 15 of 65.** Cloud Kicks has three types of customer support processes: Platinum, Diamond, and Bronze. The app builder created separate record types for each process on the Case object. The customer support team should be unable to create new cases with the Bronze record type.

How should this requirement be met?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:37:35**

16 of 65. An app builder wants to limit the amount of fields users see when creating a new Opportunity. Once they fill out the required fields and save, the full record page with additional fields relevant to the Opportunity type becomes available.

How could this be accomplished?

- A. ☐ Hide additional sections on the page layout and show the users how to manually expand them when they want to fill in the fields in the hidden sections.
- B. ☐ Make the Opportunity type a required field on the initial Opportunity page layout and use automation to update the record type based on the Opportunity type.
- C. ☐ Once the required fields are populated, use a sharing rule to share the new fields with the user.
- D. ☐ Use different page layouts for Opportunity types based on the user profile.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:37:27**

17 of 65. Universal Containers has a single Contact Lightning record page. A component takes up a lot of room on the page and is NOT needed by users with a Marketing profile.

What should the app builder use to solve this issue?

- A. ☐ Component visibility filter
- B. ☐ Detail page layouts
- C. ☐ Field-level security
- D. ☐ AppExchange

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**Salesforce Certified Platform App Builder****Time Remaining : 01:37:20**

- 18 of 65.** Universal Containers has a private sharing model for Accounts and Opportunities and uses Territory Management to grant access to records.
- Sales rep A manually shares an opportunity record with sales rep B.
 - Sales rep B has access to the Account even though the Account is NOT in sales rep B's territory.
 - Sales rep C CANNOT see either record.

Based on the information given, why can sales rep B see the Account related to the Opportunity?

- A. ☐ Account was also manually shared.
- B. ☐ Sales rep B has implicit access to the Account.
- C. ☐ Sales rep B was added to the Account team.
- D. ☐ Sharing set is granting access to the Account.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:37:15**

- 19 of 65.** Cloud Kicks is redefining its entire business process to convert the Manager Notes field from a long text area field. The goal is to encourage managers to be more concise in their comments and stay at 255 characters or less. There is preexisting information in the Manager Notes field that often is well beyond the character limit.

What would happen to any existing information if the app builder tries to convert a preexisting long text area field to text area?

- A. ☐ Preexisting information will cause an error message to pop up.
- B. ☐ Preexisting information will remain even if it was over 255 characters.
- C. ☐ Preexisting information in the field will be completely lost.
- D. ☐ Preexisting information will truncate to the first 255 characters.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:37:11**

20 of 65. The VP of Sales at Universal Containers has asked the app builder to let sales reps create opportunity records directly from the account, with a number of fields pre-populated.

Which feature should the app builder use to allow users to create the opportunity?

- A. ☐ A default action
- B. ☐ A custom button
- C. ☐ A quick action
- D. ☐ A custom link

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**Salesforce Certified Platform App Builder****Time Remaining : 01:37:05**

21 of 65. An app builder is preparing to deploy a new app from the sandbox to production using change sets.

What two considerations should an app builder keep in mind during this process?

Choose 2 answers

- A. ☐ Change sets do not include all components and may have to perform some changes manually.
- B. ☐ Salesforce Connect automatically establishes a link between environments.
- C. ☐ Transactions will revert if the deployment errors.
- D. ☐ Users should be logged out of production when receiving inbound change sets.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:36:57**

22 of 65. The app builder at Cloud Kicks has created a custom object named Delivery__c to track the details of products shipped to customers.

Which two actions should the app builder take to prevent users in the shipping department from deleting delivery records?

Choose 2 answers

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:36:48**

23 of 65. Universal Containers generates leads from three different sources: web, trade shows, and partners. Some of the information collected is applicable to all sources, there is also information that is unique to each type of lead.

What should an app builder configure to meet these requirements?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:36:43**

24 of 65. Cloud Kicks recently implemented the application lifecycle management process to its release management strategy.

Which category handles bug fixes and simple changes?

- A. ☐ Patch
- B. ☐ Major
- C. ☐ Minor
- D. ☐ Rollback

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**Salesforce Certified Platform App Builder****Time Remaining : 01:36:39**

25 of 65. A new app builder on the Cloud Kicks team is getting familiar with relationships in the data model.

What functionality would present the app builder a comprehensive view of all relationships in one place?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:36:36**

26 of 65. Sales reps at Universal Containers use Salesforce on their mobile devices. They want a way to add new contacts quickly and then follow up later to complete the additional information necessary.

What mobile solution should an app builder recommend?

- A. ☐ Customize the mobile menu to move Contacts to the top.
- B. ☐ Add a compact layout to Contacts.
- C. ☐ Use Path and set pre-defined values.
- D. ☐ Build a global action to create Contacts.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:36:31**

27 of 65. Cloud Kicks (CK) wants to simultaneously delete a Supplier_c record and all Supplier_Item__c records if a partnership ends with a supplier.

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

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:36:27**

28 of 65. Cloud Kicks wants to know the total value of all won Opportunities for Accounts and display it on the record.

What type of summary should the app builder use in the roll-up summary field?

- A. ☐ Count
- B. ☐ Min
- C. ☐ Sum
- D. ☐ Max

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**Salesforce Certified Platform App Builder****Time Remaining : 01:36:23**

29 of 65. DreamHouse Realty (DR) has many properties for sale and wants to identify the highest value of all Offer__c records on each Property__c record.

What solution should the app builder use to meet DreamHouse Realty's needs?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:36:19**

30 of 65. At Universal Containers, all US Sales Reps should be able to view the US Team Dashboard. However, only the US Sales Directors should be able to see the data in the component and view its source report.

How should an app builder ensure the proper access is granted?

- A. ☐ Make the US Sales Director the running user and share the dashboard folder with the role US Sales Rep.
- B. ☐ Share the dashboard folder with roles and subordinates of the US Sales Director and share the report folder with the role of US Sales Director.
- C. ☐ Share the dashboard with the Public Group US Sales Reps and share the dashboard source reports folder with the US Sales Director profile.
- D. ☐ Make the dashboard dynamic and give US Sales Reps the View My Team's Dashboard permission.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:36:14**

31 of 65. Universal Containers wants users to have access to the pricing guidelines document when viewing a Contract related to an Account.

What feature should an app builder use to create easy access to the document?

- A. ☐ A custom detail page link on the Account object
- B. ☐ Quick Action on the Account object
- C. ☐ Quick Action on the Contracts object
- D. ☐ A custom detail page link on the Contract object

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**Salesforce Certified Platform App Builder****Time Remaining : 01:36:10**

32 of 65. After Universal Containers converts qualified leads, sales reps need to be able to report on converted leads.

How should an app builder support this requirement?

- A. ☐ Enable Preserve Lead Status in the lead conversion settings.
- B. ☐ Ensure the representative has Read access to the original lead records.
- C. ☐ Create a custom report type with Converted Leads as the primary object.
- D. ☐ Assign the representative View and Edit Converted Leads permission.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:36:05**

33 of 65. After a deal is closed, Cloud Kicks (CK) wants to assign a user as a customer service manager (CSM) in addition to the account owner and would like a new field to easily track and report which CSM is assigned to the Account.

Which solution should an app builder use for this request?

- A. ☐ Picklist field
- B. ☐ Text field
- C. ☐ Multi-select picklist field
- D. ☐ Lookup field

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**Salesforce Certified Platform App Builder****Time Remaining : 01:36:00**

- 34 of 65.** Universal Containers uses Contracts for agreements with customers. A sales manager is required to provide approval for contracts and director approval for any contract over \$10,000.

Which two options should an app builder use to ensure all contracts route for the correct approval and also prevent the sales rep from making changes to the record while it is being approved?

Choose 2 answers

- A. ☐ Create an approval process on the Contract object with one step for each sales manager that sets the approver as the director.
- B. ☐ Create an approval process on the Contract object with criteria set on a second approval step set as 'Amount__c > 10,000' and set the approver as director.
- C. ☐ Create an approval process on the Contract object and set the field for 'Next Automated Approver Determined By' as 'Manager'.
- D. ☐ Create a validation rule on the Contract object that prevents updates to the contract record while it is being reviewed.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:35:48**

35 of 65. Universal Containers (UC) has a time-sensitive need for a custom component to be built in 4 weeks. UC developers require additional enablement to complete the work and are backlogged by several months.

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

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:35:44**

36 of 65. Universal Containers wants to track installation information once a container has been purchased on a custom object. Sales reps should have visibility of all the installations associated with their opportunities.

What kind of relationship should this new object have to Opportunity?

- A. ☐ Lookup
- B. ☐ Master-Detail
- C. ☐ Many to Many
- D. ☐ Hierarchical

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**Salesforce Certified Platform App Builder****Time Remaining : 01:35:40**

- 37 of 65.** An app builder creates an Account validation rule on the Industry field that will display an error if the length of the field is longer than six 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 rep saves an Account with a Billing City of San Francisco?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:35:36**

38 of 65. Due to the complexity of the Universal Containers sandbox release schedule and requirements, it is advised that change sets are used as often as possible to migrate from one environment to another.

Which three common items can an app builder move when using a change set?

Choose 3 answers

- A. ☐ Web-to-lead
- B. ☐ Standard fields
- C. ☐ Custom object
- D. ☐ Apex class
- E. ☐ Custom field

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**Salesforce Certified Platform App Builder****Time Remaining : 01:35:29**

39 of 65. DreamHouse Realty is building a custom Lightning app to track its expanding solar water collection business. The Lightning app currently contains a custom Lightning record page with standard components.

From which two resources should an app builder get custom components to bring into the new Lightning app?

Choose 2 answers

- A. ☐ Visualforce
- B. ☐ AppExchange
- C. ☐ Import Wizard
- D. ☐ Apex Code

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**Salesforce Certified Platform App Builder****Time Remaining : 01:35:21**

40 of 65. Northern Trail Outfitters has two custom objects that are part of a master-detail relationship.

What determines the ownership and sharing access of the detail record?

- A. ☐ The Owner field on the Master record.
- B. ☐ The default owner is set in the parent object's settings.
- C. ☐ The owner is set independently on the detail object's settings.
- D. ☐ The Owner field on the Detail record.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:35:16**

41 of 65. A Manager at Universal Containers has requested that a custom text field be converted to a picklist in order to promote better data hygiene.

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

Choose 2 answers

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:35:09****42 of 65.** An app builder wants to create a new field using Schema Builder.

Who will get access to the new field by default?

- A. ☐ Standard profiles
- B. ☐ All profiles
- C. ☐ No profiles
- D. ☐ Internal profiles

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**Salesforce Certified Platform App Builder****Time Remaining : 01:35:04**

- 43 of 65.** 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. ☐ Enable Duplicate Matching in the Data Management section in Setup and activate the Lead-to-Lead scenario.
- B. ☐ Utilize a Lead Matching Rule and corresponding Duplicate Rule to block newly created duplicate leads.
- 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.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:34:54**

44 of 65. Universal Containers uses the Asset object to track products that are installed at customer locations. A new object, Asset Inventory, has been created to capture details about the asset.

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

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:34:50**

45 of 65. Cloud Kicks has a sales rep who is stating that their Contact is unavailable for other users to see within Salesforce.

In which three ways can an app builder troubleshoot this issue?

Choose 3 answers

- A. ☐ Create an Account Sharing Rule to give the users access to all records.
- B. ☐ Review the Contact record and ensure it is linked to an Account.
- C. ☐ Create a new Contact and have the users try again.
- D. ☐ Verify the users with the issue have access to the Contact object.
- E. ☐ Confirm whether Default Organization-Wide Sharing Settings provide access to the Account.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:34:42**

- 46 of 65.** Universal Containers has a Lightning record page that supports both the mobile app and desktop. An app builder has downloaded a custom Lightning component from AppExchange, but users are unable to view the component on mobile devices.

What can be the issue?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:34:38****47 of 65.** An app builder needs to create new automation on an object.

What best practice should the app builder follow when building out automation?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:34:34**

- 48 of 65.** Sales reps at Cloud Kicks (CK) forget to submit for approval when CK needs orders reviewed before close won. CK wants to automatically submit opportunities into the Secure Commitment Stage to eliminate manual submission.

Which three features could meet the business requirements?

Choose 3 answers

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:34:25**

49 of 65. An app builder at Northern Trail Outfitters needs to change the data type of some custom fields. The org has already met the field limit on the object and would like to limit recreating fields.

What data type change limitations should the app builder consider?

- A. ☐ Changing the data type of a field used in lead conversion from number to text
- B. ☐ Changing the data type of a field used as an External ID from number to text
- C. ☐ Changing the data type of a field used in an Apex class from number to text
- D. ☐ Changing the data type of a field used in a report from text to an encrypted field

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**Salesforce Certified Platform App Builder****Time Remaining : 01:34:21**

50 of 65. The services manager wants to make sure the team enters case priority consistently.

What feature can an app builder use to accomplish this?

- A. ☐ Next Best Action
- B. ☐ Path
- C. ☐ In-App Guidance
- D. ☐ Flow

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**Salesforce Certified Platform App Builder****Time Remaining : 01:34:17**

51 of 65. Cloud Kicks wants to set up a new opportunity approval process and execute various action items based on the initial submission.

Which three action types should an app builder use in the approval process?

Choose 3 answers

- A. ☐ Outbound Message
- B. ☐ Invocable Process Builder
- C. ☐ Task
- D. ☐ Invocable Flow
- E. ☐ Email Alert

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**Salesforce Certified Platform App Builder****Time Remaining : 01:34:09**

52 of 65. Ursa Major Solar's sales team has been struggling to enter data on mobile since rollout; the team dislikes scrolling through all of the fields to input only the necessary data.

How could the app builder solve this with minimal impact to desktop users?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:34:04**

- 53 of 65.** A custom field on an account is used to track finance information about a customer. Only members of the finance team have access to this field. However, the business wants to allow one customer service agent, who is assigned the Customer Service profile, read-only access to this field for special circumstances.

What is the recommended solution to grant the customer service agent access to the field?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:33:57**

54 of 65. Universal Containers uses a custom picklist field Account Region on the account record. They want this region to be reflected on all related contact records and stay in sync if the value of this field changes on the Account.

How should an app builder meet this requirement?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:33:52**

55 of 65. Universal Containers needs the 18-digit record ID from Opportunity records when exporting data to Excel in order to ensure each record is treated uniquely.

What formula should an app builder use to create this new field?

- A. ☐ CASESAFEID(Id)
- B. ☐ TEXT(Id)
- C. ☐ ISNUMBER(Id)
- D. ☐ VALUE(Id)

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**Salesforce Certified Platform App Builder****Time Remaining : 01:33:47**

56 of 65. Cloud Kicks (CK) captures all shipping information in a custom object called Shipments__c. CK's app builder is tasked with creating an approval process to ensure department members can approve all overnight shipments.

Where should the app builder route the approval request?

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

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**Salesforce Certified Platform App Builder****Time Remaining : 01:33:42**

57 of 65. 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 to satisfy this requirement?

Choose 2 answers

- A. ☐ Use a Screen Flow with an outbound message.
- B. ☐ Use a Validation Rule and Apex code.
- C. ☐ Use a record-triggered flow and an outbound message.
- D. ☐ Use an outbound message.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:33:34**

58 of 65. An app builder at Universal Containers wants 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 that are unavailable for overrides can still be hidden on page layouts.
- C. ☐ Standard buttons can be overridden with a Lightning component.
- D. ☐ Standard buttons can be overridden, relocated on the detail page, and relabeled.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:33:26**

59 of 65. A production org includes custom objects containing confidential information. A sandbox is needed that includes data records, excludes all of the confidential objects, and can be refreshed weekly.

What steps should an app builder take to meet these requirements?

- A. ☐ Create a Developer Pro Sandbox and schedule Data Loader to download selected object data weekly.
- B. ☐ Create a Partial Copy Sandbox and use a sandbox template.
- C. ☐ Create a Developer Sandbox and schedule Data Loader to download selected object data weekly.
- D. ☐ Create a Full Copy Sandbox and use a sandbox template.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:33:22**

60 of 65. An app builder needs a custom solution and is considering using either AppExchange or their local developer community. The app builder wants to minimize the need for manual maintenance.

What should the app builder consider?

- A. ☐ An open-source custom development
- B. ☐ An open-source unmanaged package
- C. ☐ A managed package from AppExchange
- D. ☐ An unmanaged package from AppExchange

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**Salesforce Certified Platform App Builder****Time Remaining : 01:33:17**

61 of 65. DreamHouse Realty requires that field value changes for certain fields such as Asking_Price__c and Real_Estate_Agent__c on their House__c custom object show up prominently on Chatter.

What Chatter feature should the app builder utilize?

- A. ☐ Thanks
- B. ☐ Topics
- C. ☐ Feed Tracking
- D. ☐ Publisher Actions

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**Salesforce Certified Platform App Builder****Time Remaining : 01:33:14**

62 of 65. An app builder wants to update a field on the parent record when a child record connected via lookup is deleted.

What automation should the app builder use?

- A. ☐ Quick Action
- B. ☐ Screen flow
- C. ☐ Record-triggered flow
- D. ☐ Validation Rule

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**Salesforce Certified Platform App Builder****Time Remaining : 01:33:09**

63 of 65. DreamHouse Realty (DHR) recently acquired Cloud Kicks (CK), a company that is still on Salesforce Classic. DHR is keeping the CK Salesforce org; however, it will migrate this org to Lightning Experience.

Where should the app builder find prebuilt resources to help with this project and overall adoption?

- A. ☐ AppExchange
- B. ☐ Import Wizard
- C. ☐ Flow Builder
- D. ☐ Lightning Object Creator

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**Salesforce Certified Platform App Builder****Time Remaining : 01:33:05**

- 64 of 65.** At Universal Containers, each admin and developer use a separate developer pro sandbox. Configuration and code are then migrated to a partial data sandbox for combination and initial testing. Once approved the configuration and code are then migrated to a full copy sandbox for final load and regression testing before going to production.

When should the full copy sandbox be refreshed?

- A. ☐ After each major release to production.
- B. ☐ After a new user is added to production.
- C. ☐ After user acceptance testing is complete.
- D. ☐ After each push from the partial data sandbox.

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**Salesforce Certified Platform App Builder****Time Remaining : 01:33:00**

65 of 65. An app builder wants to create a custom Sync button on Account that will call a Lightning Web Component that connects with an external system. This action should only be available if the custom Status field is set to Ready to Sync.

What should an app builder use to add this functionality to an Account record page?

- A. ☐ AppExchange product
- B. ☐ Formula field
- C. ☐ Dynamic action
- D. ☐ Custom link

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