



Salesforce

Exam Questions Platform-App-Builder

Salesforce Certified Platform App Builder (SP19)

NEW QUESTION 1

- (Exam Topic 1)

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

Answer: A

NEW QUESTION 2

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 3

- (Exam Topic 1)

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

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

Answer: BC

NEW QUESTION 4

- (Exam Topic 1)

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

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

Answer: BD

NEW QUESTION 5

- (Exam Topic 1)

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

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

Answer: C

NEW QUESTION 6

- (Exam Topic 1)

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

Answer: B

NEW QUESTION 7

- (Exam Topic 1)

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

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

Answer: D

NEW QUESTION 8

- (Exam Topic 1)

In order to delete the Opportunities, Universal Containers would like sales reps to submit requests for approval from their sales manager. What can be used to meet these requirements?

- A. Approval Process with Time-Dependent workflow action.
- B. Approval Process with Apex Trigger.
- C. Two-step Approval process.
- D. Process Builder with Submit for Approval action

Answer: C

NEW QUESTION 9

- (Exam Topic 1)

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

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

Answer: ACE

NEW QUESTION 10

- (Exam Topic 1)

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

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

Answer: BCD

NEW QUESTION 10

- (Exam Topic 1)

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

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

Answer: AD

NEW QUESTION 11

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 16

- (Exam Topic 1)

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.
- D. A recursive loop potentially results in exceeding organizational limits.

Answer: CD

NEW QUESTION 17

- (Exam Topic 1)

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

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

Answer: C

Explanation:

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

https://developer.salesforce.com/docs/atlas.en-us.salesforce1.meta/salesforce1/customize_s1_nav_about.htm

NEW QUESTION 22

- (Exam Topic 1)

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

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

Answer: BC

NEW QUESTION 25

- (Exam Topic 1)

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.

Answer: B

NEW QUESTION 29

- (Exam Topic 1)

A custom field contains a feedback score which is on a scale of one to five. End users would like a visual indicator of one to five stars based on the number found in the feedback score custom field. How can this visual indicator be displayed?

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

Answer: A

NEW QUESTION 33

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 37

- (Exam Topic 1)

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

Answer: AD

NEW QUESTION 38

- (Exam Topic 1)

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

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

Answer: AD

NEW QUESTION 39

- (Exam Topic 1)

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. 2
- C. 1
- D. 4

Answer: B

NEW QUESTION 44

- (Exam Topic 1)

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

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

Answer: BC

NEW QUESTION 48

- (Exam Topic 1)

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

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

Answer: BC

NEW QUESTION 50

- (Exam Topic 1)

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

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

Answer: D

NEW QUESTION 51

- (Exam Topic 1)

What salesforce 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 Picklist Value Assignments
- D. Multiple Currencies
- E. Field Level Security

Answer: ACE

NEW QUESTION 53

- (Exam Topic 1)

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

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

Answer: CD

NEW QUESTION 58

- (Exam Topic 1)

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

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

Answer: AD

NEW QUESTION 60

- (Exam Topic 1)

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

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

Answer: D

NEW QUESTION 64

- (Exam Topic 1)

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

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

Answer: C

NEW QUESTION 66

- (Exam Topic 1)

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

Answer: AB

NEW QUESTION 67

- (Exam Topic 1)

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

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

Answer: AD

NEW QUESTION 71

- (Exam Topic 1)

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

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

Answer: AC

NEW QUESTION 75

- (Exam Topic 1)

An app builder has been asked to provide users a way to identify a contact's "preferred contact method" directly on the contact record. users need to be able to identify whether a phone number or an email, is the contact's preferred communication method. Which field type will allow the app builder to accomplish this with the fewest fields possible?

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

Answer: C

NEW QUESTION 80

- (Exam Topic 1)

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

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

Answer: AC

NEW QUESTION 85

- (Exam Topic 1)

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

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

Answer: A

NEW QUESTION 90

- (Exam Topic 1)

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

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

Answer: A

NEW QUESTION 92

- (Exam Topic 1)

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

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

Answer: AC

NEW QUESTION 97

- (Exam Topic 1)

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

- A. Forecast Category
- B. Lead Source

C. Type
D. Stage

Answer: BC

NEW QUESTION 99

- (Exam Topic 1)

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

Answer: CDE

NEW QUESTION 101

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