



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

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

**Answer:** BC

#### NEW QUESTION 3

- (Exam Topic 1)

A customer service representative at a call center would like to be able to collect information from customers using a series of question prompts. What could be used to accomplish this?

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

**Answer:** D

#### NEW QUESTION 4

- (Exam Topic 1)

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

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

**Answer:** AB

#### NEW QUESTION 5

- (Exam Topic 1)

The CRM Manager at Universal Containers has requested that a custom text field be converted to a picklist in order to promote better data hygiene. What needs to be considered before changing the field type? Choose 2 answers

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

**Answer:** AC

#### NEW QUESTION 6

- (Exam Topic 1)

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

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

**Answer:** C

#### NEW QUESTION 7

- (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 8

- (Exam Topic 1)

What option is available to an App Builder when defining an object-specific Create Record custom action? Choose 2 answers

- A. Pre-Defining field values on the target object.
- B. Redirecting the end user to the detail page of the target object
- C. Specifying the fields and layout of the action.
- D. Allowing the end user to choose the record type

**Answer:** CD

#### NEW QUESTION 9

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- C. Expose specific elements within a home page custom component determined by role.
- D. Expose specific elements within a home page custom components determined by profile.

**Answer:** B

#### NEW QUESTION 10

- (Exam Topic 1)

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

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

**Answer:** C

#### NEW QUESTION 10

- (Exam Topic 1)

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

**Answer:** A

#### NEW QUESTION 15

- (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 19

- (Exam Topic 1)

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.

**Answer:** A

#### NEW QUESTION 20

- (Exam Topic 1)

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

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

**Answer:** D

#### NEW QUESTION 24

- (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 29

- (Exam Topic 1)

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

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

**Answer:** ADE

#### NEW QUESTION 30

- (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 33

- (Exam Topic 1)

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

**Answer:** BCD

#### NEW QUESTION 38

- (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 42

- (Exam Topic 1)

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

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

**Answer:** AB

#### NEW QUESTION 47

- (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 49

- (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 50

- (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 55

- (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 56

- (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 58

- (Exam Topic 1)

What is the capability of a schema builder? Choose 2 answers

- 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
- D. To enable field history tracking on standard objects.

**Answer:** BC

#### NEW QUESTION 62

- (Exam Topic 1)

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

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

**Answer:** AC

#### NEW QUESTION 65

- (Exam Topic 1)

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

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

**Answer:** ABC

#### NEW QUESTION 70

- (Exam Topic 1)

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

**Answer:** A

#### NEW QUESTION 71

- (Exam Topic 1)

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

**Answer:** A

#### NEW QUESTION 72

- (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 77

- (Exam Topic 1)

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

- A. Currency
- B. Percent



- C. Date
- D. Checkbox
- E. Time

**Answer:** ABC

**NEW QUESTION 79**

- (Exam Topic 1)

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

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

**Answer:** AB

**NEW QUESTION 81**

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