

Platform-App-Builder Dumps

Salesforce Certified Platform App Builder (SP19)

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NEW QUESTION 1

- (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 2

- (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 3

- (Exam Topic 1)

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

Answer: ABE

NEW QUESTION 4

- (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 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 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 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)

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

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

Answer: AC

NEW QUESTION 9

- (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 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 10

- (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 15

- (Exam Topic 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

Answer: A

NEW QUESTION 18

- (Exam Topic 1)

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. Which automation process could be used to accomplish this? Choose 2 answers

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

Answer: AC

NEW QUESTION 19

- (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 24

- (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 28

- (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 31

- (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 32

- (Exam Topic 1)

What is a true statement in regards to creating custom report types?

- A. When the primary object is a custom object and is deleted, then the report type and any reports created from it must be deleted manually.
- B. The detail object in a master- detail relationship cannot be added as a secondary object on a custom report type
- C. Once a report type is saved with a standard or custom primary object, the primary object cannot be changed for that report type.
- D. Any object can be chosen unless the object is no visible to the person creating the report type through security settings

Answer: C

NEW QUESTION 35

- (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 39

- (Exam Topic 1)

The VP of Sales at Universal Containers has requested that Sales reps be given access to view all Accounts in Salesforce. However, they've also requested that sales reps only be allowed to create new Opportunities on Accounts they own. How can this requirement be met?

- A. Create an Opportunity Validation Rule that compares the Opportunity and Account Owners
- B. Create a new Opportunity Quick Action that validates Account ownership.
- C. Set the Organization-Wide Defaults sharing on Opportunities to Private and recalculate sharing.
- D. Set the Organization-Wide Defaults sharing on Opportunities to Controlled by Parent.

Answer: D

NEW QUESTION 44

- (Exam Topic 1)

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

Answer: BC

NEW QUESTION 48

- (Exam Topic 1)

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.

Answer: AC

NEW QUESTION 51

- (Exam Topic 1)

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

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

Answer: AB

NEW QUESTION 54

- (Exam Topic 1)

Universal Containers has purchased a Lightning Component on the AppExchange. Where can that component be utilized. Choose 2 answers

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

Answer: BD

NEW QUESTION 58

- (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 63

- (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 64

- (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 65

- (Exam Topic 1)

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.

Answer: AC

NEW QUESTION 66

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