

Salesforce

Exam Questions Platform-App-Builder

Salesforce Certified Platform App Builder (SP19)



NEW QUESTION 1

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.

Answer: B

NEW QUESTION 2

DreamHouse Realty wants to track how many lifts are being installed into customer garages. The To Be Installed custom checkbox field on the custom Lift object should be checked and an external system should be notified via an outbound message the next day when a lift is sold. What automation tool should be used to complete this task?

- A. Approval process
- B. Workflow
- C. Flow
- D. Process Builder

Answer: B

NEW QUESTION 3

Universal Containers utilizes opportunities and a custom object called Detailed.Sales__c. The company would like to roll sales metrics up to an opportunity for only Detailed.Sales__c records that have their picklist status set to Active. What is the recommended method for the app builder to achieve this request?

- A. Utilize the AppExchange to download a third-party application that can roll up the sales dollars with the appropriate filter.
- B. Create a master-detail relationship between the parent and child object with a roll-up summary field that filters on the status held.
- C. Create a lookup relationship between the parent and child object with a roll-up summary field that filters on the status field.
- D. Utilize Apex code to roll up the desired amounts.

Answer: B

NEW QUESTION 4

Universal Containers is adding drone delivery to service offerings, and the developer has written and tested code prior to deployment to production, and the change set is ready to go. The deployment window will occur when the developer is on vacation. What can the app builder do to ensure a smooth deployment to production?

- A. Remove Apex classes from the change set.
- B. Validate the inbound change set.
- C. Use a metadata package set.
- D. Validate the outbound change set.

Answer: D

NEW QUESTION 5

The services manager wants to make sure the team enters case priority consistently. What feature can an app builder use to accomplish this?

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

Answer: D

NEW QUESTION 6

An app builder at Universal Containers has been asked to add the Chatter feed to a custom object record page. Which approach should the app builder use?

- A. Add the standard Chatter feed component.
- B. Add the standard related list component
- C. Add a custom Chatter feed component
- D. Add the Chatter feed component from the AppExchange.

Answer: A

NEW QUESTION 7

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 sandbox for final load and regression testing before going to production.

When should the full sandbox be refreshed?

- A. After user acceptance testing is complete.
- B. After each push from the partial data sandbox.

- C. After each major release to production.
- D. After a new user is added to production.

Answer: B

NEW QUESTION 8

To increase adoption, Universal Containers is proposing changes to its Salesforce data model to allow easier visibility for sales reps into key metrics. The proposal has three custom objects related to the Account object, one with a master-detail, and two that are not. Each of these objects has 15 fields they would like to summarize on the Account object.

What are two considerations for this proposal? Choose 2 answers

- A. Roll-up summaries allow MAX, MIN, SUM, COUNT, and AVG.
- B. An object can have 20 object references.
- C. An object can have 25 roll-up summaries.
- D. Roll-up summaries are limited to master-detail relationships.

Answer: AC

NEW QUESTION 9

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

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

Answer: AD

NEW QUESTION 10

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.

Answer: A

NEW QUESTION 10

Ursa Major Solar (UMS) uses a public sharing model for accounts. UMS would like to move to a more restrictive sharing model but wants the Sales team to continue to have access to all account records with the sales record type.

Which two actions should an appbuilder complete to implement this change? Choose 2 answers

- A. Update the Sales profile.
- B. Update the organization-wide defaults
- C. Create a criteria based sharing rule.
- D. Create an owner-based sharing rule.

Answer: BC

NEW QUESTION 15

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

Answer: B

NEW QUESTION 19

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

Answer: ABC

NEW QUESTION 20

The Director of customer service wants to receive a notification when a case stays in the "new" status for more than four business hours. Which two automation processes should be used to accomplish this? Choose 2 answers

- A. Escalation rules
- B. Flow Builder
- C. Process Builder
- D. Scheduled Apex

Answer: AC

NEW QUESTION 25

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 29

At Ursa MajorSolar there is a requirement for a new field called Planet Details on the Planet object where users can write detailed descriptions that can include pictures and links.

What field type should the app builder utilize to fulfill this requirement?

- A. Long Text Area
- B. Rich Text Area
- C. Multi-Select Picklist
- D. URL

Answer: A

NEW QUESTION 31

The marketing team at UVC has a list of 400 leads it wants to upload to Salesforce. The team need 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. Upload the lead list using the import wizard and select a Matching type to prevent duplicate lead creation.
- C. Use Data Loader's update function to import lead and match to existing records based on e-mail address.
- D. Enable Duplicate Matching in the Data Management section in Setup and activate the Lead-to_Lead scenario.

Answer: AB

NEW QUESTION 35

Cloud Kicks (CK) wants to quickly insert a list of over 60,000 net new Accounts. The template based on CK's data model was used to populate the list. Which tool should be used?

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

Answer: C

NEW QUESTION 39

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 pi

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

Answer: A

NEW QUESTION 41

UniversalContainers 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.

Answer: C

NEW QUESTION 46

The CFO of Cloud Kicks needs to sign off on any major show retail deal that has a discount of more than 30% before the deal can be closed. What feature would be used to handle this requirement?

- A. Approval Process
- B. Email Alert
- C. FieldUpdate
- D. Workflow Rule

Answer: A

NEW QUESTION 47

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

Answer: BD

NEW QUESTION 48

An app builder has created a change set and deployed a report from their development sandbox for User Acceptance Testing. When the app builder runs the report, no data is returned.

What can be a reason for this?

- A. Reports have to be deployed with Salesforce DX.
- B. Reports have to be manually re-created in each environment.
- C. Data is deployed when added to a change sets.
- D. Data is unable to be deployed with change sets.

Answer: D

NEW QUESTION 51

An app builder notices several Accounts converted from Leads are missing information they expected to be caught via Account validation rules. What could be the source of this issue?

- A. The lead settings are unchecked to require validation for converted leads.
- B. Account validation rules fail to validate on records converted from a lead.
- C. The lead settings are allowing users to intentionally bypass validation rules.
- D. Lead validation rules fail to validate on records when they are being converted.

Answer: B

NEW QUESTION 52

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

Answer: A

NEW QUESTION 53

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

Answer: A

NEW QUESTION 56

Which two solutions prevent a formula field from being referenced by a Roll-Up Summary Field?

- A. A cross-object workflow updating a field referenced by the formula field
- B. A cross-object field reference in the formula field
- C. The CASE() function in the formula field
- D. The NOW() function in the formula field

Answer: AB

NEW QUESTION 59

Universal Containers (UC) has large data volumes and is nearing data storage limits. The planned solution is to archive historical data to reduce data storage in Salesforce; however, UC would still like to use reports, queries, and lookups on the archived information.

Which two options could meet this requirement? Choose 2 answers

- A. Big objects
- B. Custom objects
- C. Related objects
- D. External objects

Answer: AD

NEW QUESTION 64

DreamHouse Realty is rethinking its sandbox utilization strategy after acquiring Cloud Kicks. The Salesforce COE already utilizes a partial and a full sandbox, which it refreshes on their own regular schedules. Teams are expanding and have to begin each of their small projects in a sandbox before committing to the larger pool for collaborative testing while still keeping costs down.

What type of sandbox should each team member use?

- A. Full sandbox
- B. Developer sandbox
- C. Developer pro sandbox
- D. Partial sandbox

Answer: B

NEW QUESTION 69

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 requirements 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

Answer: C

NEW QUESTION 73

Universal Containers created a custom object called Component to capture details about products sold. What approach should an app builder take to show Component as a related list on Product?

- A. Create a master-detail relationship on Product to Component
- B. Add the Component related list to the Product page layout.
- C. Create a junction object to relate Component and Product
- D. Add the Component related list to the Product page layout.
- E. Create a roll-up on Product
- F. Add the Component related list to the Product page layout.
- G. Create a lookup relationship on Component to Product
- H. Add the Component related list to the Product page layout.

Answer: D

NEW QUESTION 77

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.

Answer: CD

NEW QUESTION 81

Universal Containers wants to streamline its data capture process by linking fields together. They wish to do this so that the available values on dependent fields are driven by the value selected on controlling fields. Which consideration supports the stated requirements? Choose 3 answers

- A. The import wizard only allows values 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

Answer: BCE

NEW QUESTION 82

An app builder wants to limit the amount of fields users are required to fill out 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. Make the Opportunity type a required field on the initial Opportunity page layout and use automation to fill in the type field to a record type.
- B. Use different page layouts for Opportunity types based on the user profile.
- C. Once the required fields are populated, use a sharing rule to share the new fields with the user.
- D. 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.

Answer: A

NEW QUESTION 83

Universal Containers allows all employees to submit reviews for leadership using a custom object called Review. These Reviews should only be visible to the HR department and the employee who submitted the record.

Which three steps should an app builder take to properly control access to Reviews? Choose 3 answers

- A. Disable Grant Access Using Hierarchies.
- B. Add a Master-Detail(User; field on the Review object.
- C. Create a criteria-based Sharing Rule for the HR Department.
- D. Remove Review Read permission from non-HR Department user Profiles.
- E. Set organization-wide default to Private.

Answer: ACE

NEW QUESTION 87

Cloud Kicks (CK) keeps track of its shoe inventory in Salesforce. When an order's status is changed to Activated, the inventory for the ordered shoe is reduced. At that point, a SOAP web service on the CK website must be called so that the website is updated to display the correct inventory amount for the shoe. What should an app builder use to communicate to the CK web service when a shoe's inventory has changed?

- A. After-Save Record-Triggered flow
- B. Before-Save Record-Triggered flow
- C. Process Builder
- D. Workflow rule

Answer: D

NEW QUESTION 91

An app builder installs an unmanaged package in a full copy sandbox that is an exact match for production, and now they are ready to install it in production. When the app builder attempts to install the package in production, it fails. Why did the package fail to install?

- A. Incorrect license types
- B. Package features not compatible
- C. Object limits exceeded
- D. Apex unit test failures

Answer: D

NEW QUESTION 93

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 installation with their opportunities.

visibility of all the installations associated with their opportunities.

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

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

Answer: D

NEW QUESTION 97

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. Formula field
- B. Dynamic action
- C. AppExchange product

D. Custom link

Answer: B

NEW QUESTION 99

Universal Containers wants sales reps to get permission from their managers before deleting Opportunities, What can be used to meet these requirements?

- A. Process Builder with Submit for Approval action.
- B. ApprovalProcess with a triggered Flow process.
- C. Approval Process with Time-Dependent Workflow action.
- D. Two-step Approval Process.

Answer: D

NEW QUESTION 101

An app builder has deployed a change set from a sandbox to production. There is a long delay in the deployment. What can be causing the delay?

- A. Profiles are included in the change set.
- B. A field type change is included in the change set.
- C. Dependentfields are included in the change set.
- D. Roles are included in the change set.

Answer: B

NEW QUESTION 104

Cloud Kicks asked the app builder to insert a list of 25,000 records using deduplication for the Race_Track__c customobject. Which tool should be used?

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

Answer: A

NEW QUESTION 107

Ursa Major Solar (UMS) is looking to hire some new employees. UMS wants to allow the same applicant to apply for multiple open positions using a single application. What should an app builder recommend to meet these requirements?

- A. Create a master-detail relationship on Open_Position__c to Application__c
- B. Create a master-detail relationship held on Applicant__c to Application__c
- C. Create a master-detailrelationship field on Application__c to Open.Position__c
- D. Create a master-detail relationship field on Applicant__c to Apphcabon_c

Answer: A

NEW QUESTION 108

When a sales rep submits an account for approval, Universal Containers wants the user to answer additional questions via a popup window to populate additional record fields.

What should an app builder use to achieve the desired result?

- A. Process Builder and Flow
- B. Lightning component and Process Builder
- C. Custom picklist field and Process Builder
- D. Custom button and Flow

Answer: D

NEW QUESTION 112

Universal Containers has two types of applicants, hourly and salary. There are separate record types for each. While all members of the human resource department need to be able to view all applicant records, only the hiring Manager and VP of HR should be able to create salary applicant records. What should the app builder recommend to meet this requirement?

- A. Update the org-wide default to private and create a sharing rule for the role of recruiting manager.
- B. Create a permission set containing the salary record type and assign it to the appropriate users.
- C. Remove "create" permission for the salary applicant object for everyone except the manager and VP.
- D. Configure the hourly record type as the default and instruct non-management users to accept the default record type.

Answer: B

NEW QUESTION 113

The app builder at UrsaMajor Solar has just created a master-detail relationship between a parent object Galaxy__c and child object Star__c. What would be the effect of creating this type of relationship if users want to report on Galaxy__c with Star__c?

- A. A Star__c report type with Galaxy__c as a field will be automatically created.
- B. A new custom report type will need to be created for Star__c with lookup fields from Galaxy__c.
- C. A Galaxy__c with Star__c report type will be automatically created.
- D. A new custom report type will need to be created for Galaxy__c with Star__c.

Answer: D

NEW QUESTION 117

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

Answer: B

NEW QUESTION 122

At Ursa Major Solar, there is a single Lightning record page for the Celestial Bodies custom object; however, there is a Lightning component the app builder wants to restrict to mobile app users.

Which feature on the Lightning app builder should be utilized?

- A. Chatter feed
- B. Highlights panel
- C. Component visibility filter
- D. Related list quick links

Answer: C

NEW QUESTION 123

Service agents at Ursa Major Solar want a more condensed case view. Service agents also want to be able to modify the associated contact and account records from the case page layout on the Lightning record page.

Which two components should an app builder use to meet these requirements? Choose 2 answers

- A. Path
- B. Rich text
- C. Related record
- D. Tabs

Answer: CD

NEW QUESTION 127

Cloud Kicks works on an annual subscription model. When a sale rep marks an opportunity as closed won, a new opportunity should automatically be created for the renewal. The contracts team works outside of Salesforce but also needs to be notified about closed deals in order to initial the contract process with the customer.

Which automation solution would meet these requirements?

- A. Approval Process
- B. Outbound Message
- C. Validation Rule
- D. Record-triggered flow

Answer: B

NEW QUESTION 128

Cloud Kicks has leads owned by users and queues. The sales manager wants the status to change to working when a user takes ownership.

What does an app builder need to have in the criteria to ensure the process runs without error?

- A. `BEGINS([Lead].OwnerId, „005“)`
- B. `[Lead].Owner:User.Role Is Null = False`
- C. `[Lead].Owner:Queue.OwnerId Is Null = True`
- D. `NOT(ISBLANK([Lead].OwnerId))`

Answer: D

NEW QUESTION 133

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

Answer: C

NEW QUESTION 134

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

Answer: CDE

NEW QUESTION 135

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. Minor
- C. Major
- D. Rollback

Answer: A

NEW QUESTION 138

The appbuilder 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

Answer: C

NEW QUESTION 139

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