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Question 1

Question Type: MultipleChoice

NTO uses salesforce to manage relationships and track sales opportunities. It has 10 million customers and 100 million opportunities. The CEO has been complaining 10 minutes to run and sometimes failed to load, throwing a time out error.

Which 3 options should help improve the dashboard performance?

Choose 3 answers:

Options:

A- Use selective queries to reduce the amount of data being returned.

B- De-normalize the data by reducing the number of joins.

C- Remove widgets from the dashboard to reduce the number of graphics loaded.

D- Run the dashboard for CEO and send it via email.

E- Reduce the amount of data queried by archiving unused opportunity records.

Answer:

A, B, E

Explanation:

To improve the dashboard performance, the data architect should use selective queries to reduce the amount of data being returned, de-normalize the data by reducing the number of joins, and reduce the amount of data queried by archiving unused opportunity records. These options will help optimize the query performance, reduce the query complexity, and free up storage space. Option C is incorrect because removing widgets from the dashboard to reduce the number of graphics loaded will not affect the dashboard performance significantly, and may reduce the usability and functionality of the dashboard. Option D is incorrect because running the dashboard for CEO and sending it via email will not improve the dashboard performance, but rather shift the burden to another user.

Question 2

Question Type: MultipleChoice

Universal Containers has a requirement to store more than 100 million records in salesforce and needs to create a custom big object to support this business requirement.

Which two tools should a data architect use to build custom object?

Options:

A- Use DX to create big object.

B- Use Metadata API to create big object.

C- Go to Big Object in setup select new to create big object.

D- Go to Object Manager in setup and select new to create big object.

Answer:

B, C

Explanation:

To build a custom big object to support storing more than 100 million records in Salesforce, a data architect should use Metadata API or Big Object in setup. Metadata API is an API that allows developers to create, retrieve, update, or delete metadata components in Salesforce programmatically. Big Object in setup is a user interface that allows admins to create big objects declaratively without writing code. Both tools can be used to define custom big objects and their fields, indexes, and relationships in Salesforce. Option A is incorrect because DX (Developer Experience) is a set of tools that allows developers to create and manage applications on Salesforce Platform, but it does not support creating big objects directly. Option D is incorrect because Object Manager in setup is a user interface that allows admins to create and manage standard and custom objects in Salesforce, but it does not support creating big objects declaratively.

Question 3

Question Type: MultipleChoice

A large retail B2C customer wants to build a 360 view of its customer for its call center agents. The customer interaction is currently maintained in the following system: 1. Salesforce CRM

3. Customer Master Data management (MDM)

4. Contract Management system

5. Marketing solution

What should a data architect recommend that would help upgrade uniquely identify customer across multiple systems:

Options:

A- Store the salesforce id in all the solutions to identify the customer.

B- Create a custom object that will serve as a cross reference for the customer id.

C- Create a customer data base and use this id in all systems.

D- Create a custom field as external id to maintain the customer Id from the MDM solution.

Answer:

D

Explanation:

To help uniquely identify customer across multiple systems, a data architect should recommend creating a custom field as external ID to maintain the customer ID from the MDM solution. An external ID is a custom field that has the "External ID" attribute enabled, which means that it contains unique record identifiers from a system outside of Salesforce. By using the customer ID from the MDM solution as an external ID in Salesforce CRM, Contract Management system, and Marketing solution, the data architect can ensure that each customer can be easily identified and integrated across these systems. Option A is incorrect because storing the Salesforce ID in all the solutions to identify the customer will not work if the customer records are created or updated in other systems besides Salesforce CRM. Option B is incorrect because creating a custom object that will serve as a cross reference for the customer ID will require additional configuration effort and may not be consistent with the actual customer records in each system. Option C is incorrect because creating a customer database and using this ID in all systems will require additional infrastructure cost and maintenance effort.

Question 4

Question Type: MultipleChoice

Universal Containers (UC) has adopted Salesforce as its primary sales automated tool. UC has 100,00 customers with a growth rate of 10% a year, UC uses an on-premise web-based billing and invoice system that generates over 1 million invoices a year supporting a monthly billing cycle.

The UC sales team needs to be able to pull a customer record and view their account status, Invoice history, and opportunities without navigating outside of Salesforce.

What should a data architect use to provide the sales team with the required functionality?

Options:

A- Create a custom object and migrate the last 12 months of Invoice data into Salesforce so it can be displayed on the Account layout.

B- Write an Apex callout and populate a related list to display on the account record.

C- Create a mashup page that will present the billing system records within Salesforce.

D- Create a visual force tab with the billing system encapsulated within an iframe.

Answer:

C

Explanation:

To provide the sales team with the required functionality, a data architect should use a mashup page that will present the billing system records within Salesforce. A mashup page is a web page that combines data from multiple sources into a single integrated view. A mashup page can be created using Visualforce or Lightning Web Components, and can use Salesforce Connect or custom integrations to access external data from the on-premise web-based billing and invoice system. This will allow the sales team to pull a customer record and view their account status, invoice history, and opportunities without navigating outside of Salesforce. Option A is incorrect because creating a custom object and migrating the last 12 months of invoice data into Salesforce so it can be displayed on the account layout will consume a lot of storage space and may not reflect the latest data from the billing system. Option B is incorrect because writing an Apex callout and populating a related list to display on the account record will require additional development effort and may

not be scalable or performant for large volumes of data. Option D is incorrect because creating a visual force tab with the billing system encapsulated within an iframe will not allow the sales team to view the billing system records within the customer record, but rather in a separate tab.

Question 5

Question Type: MultipleChoice

Northern trail Outfitters (NTO) uses Sales Cloud and service Cloud to manage sales and support processes. Some of NTOs team are complaining they see new fields on their page unsure of which values need be input. NTO is concerned about lack of governance in making changes to Salesforce.

Which governance measure should a data architect recommend to solve this issue?

Options:

A- Add description fields to explain why the field is used, and mark the field as required.

B- Create and manage a data dictionary and ups a governance process for changes made to common objects.

C- Create reports to identify which users are leaving blank, and use external data sources o agreement the missing data.

D- Create validation rules with error messages to explain why the fields is used

Answer:

B

Explanation:

To solve the issue of lack of governance in making changes to Salesforce, a data architect should recommend creating and managing a data dictionary and setting up a governance process for changes made to common objects. A data dictionary is a document that defines the metadata, structure, and relationship of each object and field in Salesforce. A governance process is a set of rules and procedures that govern how changes are proposed, reviewed, approved, and deployed in Salesforce. These measures will help NTO to maintain consistency, quality, and clarity of their data model and avoid confusion and errors among users. Option A is incorrect because adding description fields to explain why the field is used, and marking the field as required will not prevent unauthorized or unnecessary changes to Salesforce. Option C is incorrect because creating reports to identify which users are leaving blank, and using external data sources to augment the missing data will not address the root cause of the issue, which is the lack of governance in making changes to Salesforce. Option D is incorrect because creating validation rules with error messages to explain why the fields are used will not stop users from seeing new fields on their page that they are unsure of.

Question 6

Question Type: MultipleChoice

To address different compliance requirements, such as general data protection regulation (GDPR), personally identifiable information (PII), of health insurance Portability and Accountability Act (HIPPA) and others, a SF customer decided to categorize each data element in SF with the following:

Data owner

Security Level, such as confidential

Compliance types such as GDPR, PII, HIPPA

A compliance audit would require SF admins to generate reports to manage compliance.

What should a data architect recommend to address this requirement?

Options:

A- Use metadata API, to extract field attribute information and use the extract to classify and build reports

B- Use field metadata attributes for compliance categorization, data owner, and data sensitivity level.

C- Create a custom object and field to capture necessary compliance information and build custom reports.

D- Build reports for field information, then export the information to classify and report for Audits.

Answer:

B

Explanation:

The data architect should recommend using field metadata attributes for compliance categorization, data owner, and data sensitivity level. This will allow the SF admins to generate reports to manage compliance based on the field metadata attributes that are defined for each data element in SF. Option A is incorrect because using metadata API to extract field attribute information and use the extract to classify and build reports will require additional development effort and may not be up-to-date with the latest changes in SF. Option C is incorrect because creating a custom object and field to capture necessary compliance information and build custom reports will require additional configuration effort and may not be consistent with the actual data elements in SF. Option D is incorrect because building reports for field information, then exporting the information to classify and report for audits will require additional manual effort and may not be accurate or timely.

Question 7

Question Type: MultipleChoice

Universal Containers (UC) has implemented Sales Cloud for its entire sales organization, UC has built a custom object called projects_c that stores customers project detail and employee bitable hours.

The following requirements are needed:

A subnet of individuals from the finance team will need to access to the projects object for reporting and adjusting employee utilization.

The finance users will not access to any sales objects, but they will need to interact with the custom object.

Which license type a data architect recommend for the finance team that best meets the requirements?

Options:

A- Service Cloud

B- Sales Cloud

C- Light Platform Start

D- Lighting platform plus

Answer:

D

Explanation:

The data architect should recommend Lighting platform plus license type for the finance team that best meets the requirements. This license type allows users to access custom objects and run reports and dashboards on them, without accessing any sales objects. Option A is incorrect because Service Cloud license type is more suitable for customer service users who need to access cases, knowledge, and other service objects. Option B is incorrect because Sales Cloud license type is more suitable for sales users who need to access accounts, contacts, opportunities, and other sales objects. Option C is incorrect because Light Platform Start license type does not allow users to run reports and dashboards on custom objects.

Question 8

Question Type: MultipleChoice

Universal Container is Implementing salesforce and needs to migrate data from two legacy systems. UC would like to clean and duplicate data before migrate to Salesforce.

Which solution should a data architect recommend a clean migration?

Options:

A- Define external IDs for an object, migrate second database to first database, and load into Salesforce.

B- Define duplicate rules in Salesforce, and load data into Salesforce from both databases.

C- Set up staging data base, and define external IDs to merge, clean duplicate data, and load into Salesforce.

D- Define external IDs for an object, Insert data from one database, and use upsert for a second database

Answer:

C

Explanation:

To recommend a clean migration, the data architect should set up a staging database, and define external IDs to merge, clean duplicate data, and load into Salesforce. This will allow the data architect to consolidate and deduplicate the data from two legacy systems before importing it into Salesforce using external IDs as unique identifiers. Option A is incorrect because defining external IDs for an object, migrating second database to first database, and loading into Salesforce will not ensure that the data is clean and duplicate-free. Option B is incorrect because defining duplicate rules in Salesforce, and loading data into Salesforce from both databases will not prevent the duplicate data from being imported into Salesforce. Option D is incorrect because defining external IDs for an object, inserting data from one database, and using upsert for a second database will not handle the duplicate data from both databases.

Question 9

Question Type: MultipleChoice

Northern Trail outfitters in migrating to salesforce from a legacy CRM system that identifies the agent relationships in a look-up table.

What should the data architect do in order to migrate the data to Salesfoce?

Options:

A- Create custom objects to store agent relationships.

B- Migrate to Salesforce without a record owner.

C- Assign record owner based on relationship.

D- Migrate the data and assign to a non-person system user.

Answer:

A

Explanation:

The correct answer is A. To migrate the data to Salesforce, the data architect should create custom objects to store agent relationships. This will allow the data architect to replicate the look-up table structure from the legacy CRM system and maintain the relationship data in Salesforce. Option B is incorrect because migrating to Salesforce without a record owner will cause errors and prevent the data from being imported. Option C is incorrect because assigning record owner based on relationship will not preserve the agent relationships from the legacy CRM system. Option D is incorrect because migrating the data and assigning to a non-person system user will not allow the users to access and modify the data.

Question 10

Question Type: MultipleChoice

Universal Container (UC) stores 10 million rows of inventory data in a cloud database, As part of creating a connected experience in Salesforce, UC would like to this inventory data to Sales Cloud without a import. UC has asked its data architect to determine if Salesforce Connect is needed.

Which three consideration should the data architect make when evaluating the need for Salesforce Connect?

Options:

A- You want real-time access to the latest data, from other systems.

B- You have a large amount of data and would like to copy subsets of it into Salesforce.

C- You need to expose data via a virtual private connection.

D- You have a large amount of data that you don't want to copy into your Salesforce org.

E- You need to small amounts of external data at any one time.

Answer:

A, D, E

Explanation:

The correct answer is A, D, and E. The data architect should consider these three factors when evaluating the need for Salesforce Connect: You want real-time access to the latest data from other systems, you have a large amount of data that you don't want to copy

into your Salesforce org, and you need to small amounts of external data at any one time. These factors indicate that Salesforce Connect is a suitable solution for creating a connected experience in Salesforce without importing inventory data from a cloud database. Salesforce Connect allows Salesforce to access external data via OData or custom adapters without storing it in Salesforce, which reduces storage costs and ensures data freshness. Salesforce Connect also supports pagination and caching to optimize performance when accessing small amounts of external data at any one time. Option B is incorrect because if you have a large amount of data and would like to copy subsets of it into Salesforce, you may not need Salesforce Connect but rather use other tools such as Data Loader or API integration. Option C is incorrect because if you need to expose data via a virtual private connection, you may not need Salesforce Connect but rather use other tools such as VPN or VPC peering.

Question 11

Question Type: MultipleChoice

Universal Containers (UC) is going thought major reorganization of their sales team. This would require changes to a large a number of group members and sharing rules. UCs administrator is concerned about long processing time and failure during the process.

What should a Data architect implement to make changes efficiently?

Options:

A- Log a case with salesforce to make sharing rule changes.

B- Enable Defer Sharing Calculation prior to making sharing rule changes.

C- Delete old sharing rules and build new sharing rules

D- Log out all users and make changes to sharing rules.

Answer:

B

Explanation:

The correct answer is B. To make changes efficiently, a data architect should enable Defer Sharing Calculation prior to making sharing rule changes. This will allow the administrator to make multiple changes to sharing rules without recalculating them after each change, which can take a long time and cause failures. The sharing rules can be recalculated later when there are fewer users online or during off-peak hours. Option A is incorrect because logging a case with salesforce to make sharing rule changes will not speed up the process or prevent failures. Option C is incorrect because deleting old sharing rules and building new sharing rules will not reduce the processing time or failure rate. Option D is incorrect because logging out all users and making changes to sharing rules will disrupt the business operations and may not be feasible.