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# Question 1

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**Question Type:** MultipleChoice

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AW Computing uses a private sharing model for opportunities. Whenever an opportunity with a type of Service Agreement is created, all users in the Service Manager role should be able to view the opportunity.

Which tool should AW Computing use to accomplish this?

## Options:

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- A- Owner-based sharing rules
- B- Criteria-based sharing rules
- C- Apex sharing rules
- D- Manual sharing

## Answer:

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B

## Explanation:

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Criteria-based sharing rules are the best tool to use for automatically sharing records based on specific criteria, such as the opportunity type being 'Service Agreement.' This rule can share opportunities with all users in a particular role, such as the Service Manager role, when the criteria are met, thereby adhering to the private sharing model while still providing necessary access.

A: Owner-based sharing rules focus on the record owner's role or group, not the record type.

C: Apex sharing is used for more complex scenarios not easily handled by declarative sharing settings.

D: [Manual sharing is not scalable or automatic. Reference: Using Criteria-Based Sharing Rules on Salesforce Help](#)

## Question 2

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**Question Type:** MultipleChoice

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What is the process to upgrade an unmanaged package that is currently installed in production?

## Options:

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A- Uninstall the current version and install the new version.

- B-** Use the Install Wizard to install the upgrade to production.
- C-** Install the new version to a Developer org then deploy to production.
- D-** Click the update link on the Installed Packages page.

**Answer:**

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D

**Explanation:**

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The correct method to upgrade an unmanaged package that is installed in a production environment is to use the update link provided on the Installed Packages page. This process ensures that any modifications or additions in the package are properly integrated without the need to uninstall the previous version, thus preserving existing customizations and data.

A: Uninstalling removes all associated data and customizations, which is not advisable.

B: The Install Wizard is used for initial installations, not upgrades.

C: [Installing to a Developer org first is a testing step, not an upgrade path for production. Reference: Upgrading Unmanaged Packages on Salesforce Help](#)

## Question 3

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**Question Type: MultipleChoice**

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The CFO of Cloud Kicks needs a way for new vendors to accept terms on agreements for any new major retail store lease before the opportunity can be closed.

Which feature should be used to handle this requirement?

**Options:**

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- A- Email Alert
- B- Dynamic Action
- C- Approval Process
- D- Validation Rule

**Answer:**

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C

**Explanation:**

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An Approval Process is the appropriate feature to manage and enforce that new vendors accept terms on agreements before an opportunity can be closed. This process can be configured to require approvals from designated approvers when certain conditions are

met, ensuring that all necessary agreements are in place and validated before proceeding.

A: Email Alert cannot enforce acceptance of terms.

B: Dynamic Action primarily adjusts the user interface based on field values, not process management.

D: Validation Rule only validates data entry and cannot handle complex conditional approvals. Reference: [Approval Processes in Salesforce Documentation](#)

## Question 4

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**Question Type: MultipleChoice**

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Universal Containers (UC) delivers purchased containers to remote construction sites. Customers supply UC with crossroads or location markers.

Which field type should the app builder use to capture this information?

**Options:**

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A- Number

**B-** Geolocation

**C-** Reference

**D-** External Lookup

**Answer:**

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B

**Explanation:**

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The best choice for capturing geographic location data, such as crossroads or location markers provided by customers, is the Geolocation field type. This field type stores latitude and longitude data, allowing accurate pinpointing of locations on a map. Geolocation fields are suitable for any application that needs to handle coordinates for mapping and proximity calculations.

A: Number field is not specific enough for geographical coordinates.

C: Reference fields link to other records, not geographical data.

D: [External Lookup](#) is used to link to external objects, not for storing coordinates. Reference: [Geolocation Custom Fields on Salesforce Help](#)

## Question 5

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**Question Type: MultipleChoice**

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Sales reps want the ability to see who can view their account records and how the people have access.

Which button should the app builder add to the Account page layout to enable this?

**Options:**

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- A- Sharing Hierarchy
- B- New Task
- C- Sharing
- D- Fait

**Answer:**

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C

**Explanation:**

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The 'Sharing' button should be added to the Account page layout to allow sales reps to view the sharing details of an account record. This button enables users to see how access to the record is granted via roles, groups, and manual sharing.

A: Sharing Hierarchy provides a view of the role hierarchy but does not specifically detail record access.



B: New Task is unrelated to sharing visibility.

D: 'Fait' is not recognized in Salesforce context as a valid component or feature. Reference: [Sharing an Account in Salesforce Help Documentation](#)

## Question 6

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**Question Type:** MultipleChoice

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Universal Containers has a custom object that holds over 100 fields. The app builder wants to break up the fields into separate tabs on the lightning page.

Which Lightning component is most appropriate to fulfill this requirement?

### Options:

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**A-** Highlights panel

**B-** Record detail

**C-** Field section

D- Accordian

### Answer:

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D

### Explanation:

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The 'Accordion' Lightning component is designed to break up content into collapsible sections. This component would be suitable for managing the visibility of large numbers of fields by grouping them into separate tabs or sections that can expand and collapse. This makes navigation easier and declutters the interface.

A: Highlights panel is used for displaying key record information at the top of the page and is not designed for managing multiple fields.

B: Record detail displays all fields on a single layout, which does not suit the requirement to break up the fields.

C: Field section does not exist as a standard Lightning component. Reference: [Accordion Component in the Lightning Component Library](#)

## Question 7

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**Question Type:** MultipleChoice

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Universal Containers has several new fields they've requested for the Opportunity Product object.

What should an app builder be able to configure using a formula field?

**Options:**

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- A- A hyperlink to the parent Account of the parent Opportunity.
- B- A Rich Text area field that uses HTML to bold certain characters.
- C- A combination of the Opportunity's Text and a Description fields.
- D- A mix of functions and concatenation of 10 Account fields and 10 Opportunity fields.

**Answer:**

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C

**Explanation:**

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Formula fields in Salesforce can use various functions including text, mathematical, and logical functions to create simple or complex expressions. They can handle data from fields of the same record. Option C, 'A combination of the Opportunity's Text and a Description fields,' is a valid configuration for a formula field as it involves simple concatenation of text fields, which is supported. Options A, B, and D exceed the capabilities of formula fields:

A: Hyperlinks to other objects using formula fields do not directly support navigation to parent records of a different object.

B: Rich Text and HTML formatting are not supported in formula fields.

D: Formula fields have limits in their complexity and field references which would make mixing numerous fields from different related objects impractical and likely exceed formula size limits. Reference: Formula Field Overview on Salesforce Developer Guide

## Question 8

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**Question Type:** MultipleChoice

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Universal Containers wants to create a custom checkbox formula field on the Opportunity object. This formula should evaluate to true if the

following conditions are met:

- \* Stage is set to Negotiation/Review
- \* Close Date is less than 1 week away

Which formula meets these requirements?

A)

```
AND(StageName = 'Negotiation/Review', CloseDate - 7 < TODAY() )
```

B)

```
AND(ISPICKVAL(StageName, 'Negotiation/Review'), CloseDate - 7 < TODAY() )
```

C)

```
AND(StageName = 'Negotiation/Review', CloseDate - DAY(7) < TODAY() )
```

```
AND(ISPICKVAL(StageName, 'Negotiation/Review'), CloseDate - DAY(7) < TODAY() )
```

### Options:

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A- Option A

B- Option B

C- Option C

D- Option D

### Answer:

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B

### Explanation:

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For a formula to evaluate to true when the stage is set to 'Negotiation/Review' and the close date is less than one week away, the correct formula is:

Option B. This formula uses the ISPICKVAL function to check the text value of a picklist and compares the CloseDate to a week from today:

```
AND( I AND(  
ISPICKVAL(StageName, 'Negotiation/Review'),  
CloseDate - 7 < TODAY()  
)SPICKVAL(StageName, 'Negotiation/Review'), CloseDate - 7 < TODAY() )
```

This formula checks that both conditions are met: it confirms the stage name is 'Negotiation/Review' and that the CloseDate is within the next 7 days from the current date.

Option A lacks the ISPICKVAL function necessary for evaluating picklist fields. Option C uses DAY(7) which is not a valid Salesforce formula expression. Option D also uses DAY(7) incorrectly and fails to use the ISPICKVAL function.

Reference for creating formula fields in Salesforce:

Formula Field Reference: [https://help.salesforce.com/articleView?id=sf.customize\\_functions.htm&type=5](https://help.salesforce.com/articleView?id=sf.customize_functions.htm&type=5)

## Question 9

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**Question Type:** MultipleChoice

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A new field is being created on a custom object. However, the app builder does not want the field to show up on pre-existing custom report

types.

What should the app builder do on the custom field setup to fulfill this requirement?

### Options:

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- A- Remove the new field from all page layouts.
- B- Remove visibility to all report profiles.
- C- Grant read-only access to all report profiles.
- D- Deselect auto add to custom report type.

### Answer:

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D

### Explanation:

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When creating a new field, if an app builder does not want the field to be automatically added to pre-existing custom report types, the step to take is:

Deselect 'Add Field to Custom Report Types' (D). This option is available when creating or editing a custom field and ensures that the field is not automatically included in report types where 'Automatically add new custom fields to report type layouts' is enabled.

Removing the field from page layouts (A) affects the visibility on record pages but not reports. Adjusting visibility (B) or setting read-only access (C) for report profiles affects user permissions to see the field in reports, but does not remove the field from report types if it was previously added.

Reference for managing fields in custom report types:

Custom Report Types and Fields: [https://help.salesforce.com/articleView?id=reports\\_report\\_type\\_layouts.htm&type=5](https://help.salesforce.com/articleView?id=reports_report_type_layouts.htm&type=5)

## Question 10

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**Question Type:** MultipleChoice

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After utilizing the Lightning Object Creator to create a new object, its fields, and to insert all of the data, an app builder now needs to set up the

Lightning Record Page.

Which component should the app builder have on their Lightning Record Page to see all of the fields from the page layout?



## Options:

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- A- Highlights Panel
- B- Recommendations
- C- Record Detail
- D- Path

## Answer:

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C

## Explanation:

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For an app builder who needs to ensure all fields from the page layout are visible on a Lightning Record Page after using the Lightning Object Creator, the correct component to use is:

Record Detail (C). The Record Detail component automatically displays all fields that are included on the assigned page layout for the object. It is designed to reflect the layout configuration and is the simplest way to ensure all fields are presented as configured in the layout editor.

Highlights Panel (A) is used primarily to display key fields at the top of the record page, providing a summary view rather than full field visibility. Recommendations (B) is used for displaying prompts or suggestions and does not display record fields. Path (D) is useful for displaying stages in a process (like sales stages or service processes) and does not show field data directly.

Reference for setting up Lightning Record Pages and using components effectively:

Lightning Record Pages: [https://help.salesforce.com/articleView?id=sf.lightning\\_page\\_components.htm&type=5](https://help.salesforce.com/articleView?id=sf.lightning_page_components.htm&type=5)

## Question 11

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**Question Type:** MultipleChoice

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Ursa Major Solar wants to automate a welcome email to new clients and include a customized survey about their buying experience. An app builder is tasked with this project and has very little time to build the solution from scratch, but still needs to be able to fully customize the solution.

What should the app builder do to meet the deadline and custom requirements?

### Options:

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- A-** Work with a developer to create custom Apex code and a Lightning web component survey to meet the criteria,
- B-** Use Salesforce flow to build the survey declaratively to meet the criteria and send it to the customer as an email.
- C-** Choose a managed package from AppExchange that closely meets the requirements of the project, restricts programmatic development, but allows declarative development

**D-** Choose an unmanaged package from Appexchange that closely meets the requirements of the project and allows programmatic development.

**Answer:**

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B

**Explanation:**

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Given the need to automate a welcome email including a customized survey with customization requirements and a tight timeline, the best approach is:

Use Salesforce Flow to build the survey declaratively to meet the criteria and send it to the customer as an email (B). Flow is a powerful tool for automation in Salesforce, allowing the creation of complex workflows and user interactions without needing to write custom code. It can be used to build a survey and integrate it with email services for automated dispatch.

Working with a developer to create custom Apex and LWC (A) might meet the criteria but would not align with the limited time frame. Managed (C) and unmanaged packages (D) from AppExchange can provide pre-built solutions, but they may not offer the needed customization or could require more setup time than building directly in Flow.

Reference for automating processes with Salesforce Flow:

Salesforce Flow: [https://help.salesforce.com/articleView?id=sf.flow\\_considerations\\_design.htm&type=5](https://help.salesforce.com/articleView?id=sf.flow_considerations_design.htm&type=5)

## Question 12

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**Question Type:** MultipleChoice

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DreamHouse Realty (DR) asks for some improvements in case management. They want to enforce process compliance so that cases are unable

to be reverted to an earlier case status, and to ensure that certain fields are required when specific case criteria are met.

Which solution should an app builder implement to meet these requirements?

### Options:

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- A- Configure validation rules with help text.
- B- Create dependent picklist fields and set them as required.
- C- Use an approval process to check field criteria are met.
- D- Make the fields required on the page layout.

### Answer:

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A

## **Explanation:**

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To ensure process compliance where cases cannot revert to an earlier status and certain fields are required based on specific case criteria, the recommended solution is:

Configure validation rules with help text (A). Validation rules enforce data integrity and business processes by preventing users from saving records if certain conditions are not met. For instance, a validation rule can prevent the status of a case from being changed back to an earlier status and can conditionally require fields based on other field values on the case.

Dependent picklists (B) ensure field values depend on another field's value but do not enforce the inability to revert status. Approval processes (C) are used for step-by-step record approval and are not designed to prevent status reversion or conditionally require fields. Making fields required on the page layout (D) ensures they are always required when accessing the record through that layout but does not enforce conditional requirements based on other criteria.

Reference for creating validation rules in Salesforce:

Validation Rules: [https://help.salesforce.com/articleView?id=sf.validation\\_rules.htm&type=5](https://help.salesforce.com/articleView?id=sf.validation_rules.htm&type=5)

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