



Free Questions for **Process-Automation by **certscare****

Shared by **Benjamin on **22-07-2024****

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Question 1

Question Type: MultipleChoice

Which resource should be used as a placeholder to store temporary values, and can be changed during a Flow?

Options:

- A- Error Message
- B- Text Template
- C- Variable
- D- Formula

Answer:

C

Explanation:

Variables in Salesforce Flows are used as placeholders to store values that can change during the execution of the flow. Variables can hold different types of data, such as text, numbers, or records, and can be updated as the flow progresses, making them ideal for storing temporary values needed throughout the flow. Reference: Salesforce Help - Flow Variables

Question 2

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) is looking to build an app for its logistics team where users will be able to submit inventory refill requests. The current manual process involves filling out a long form containing many fields. NTO is planning to replace the current process with Flows. Users frequently change field values as they are filling out the form. What should NTO keep in mind about letting users go backward in the Flow to make updates to field values?

Options:

A- Allow Navigation' needs to be set to TRUE on the Flow.

- B-** Only users with 'Navigate Flows" permission can navigate to previous screens.
- C-** Letting users navigate from the later screen to the previous screen could result in duplicates.
- D-** Once the user navigates to previous screen, all field values on the current screen will be lost and will need to be repopulated.

Answer:

A

Explanation:

To enable users to navigate backward in a Flow and update field values, the 'Allow Navigation' setting must be enabled in the Flow's configuration. This allows users to move between screens without losing the information they've entered, improving the user experience when filling out forms or completing processes that require multiple steps. Reference: Salesforce Help - Configure Screen Flow Navigation

Question 3

Question Type: MultipleChoice

What are three best practices a business analyst should keep in mind when creating a Flow?

Options:

- A- Create a draft version of the flow and delete it after the real version has been successfully run at least once.
- B- Plan out their flow before they start building.
- C- Identify the Salesforce IDs and hardcode them in a process so they can be easily referenced.
- D- Provide an error handler.
- E- Wait until the end of the flow to make changes to the database.

Answer:

B, D, E

Explanation:

When creating a Flow, it's best practice to plan the flow before building, provide error handling to manage exceptions, and wait until the end of the flow to make bulk changes to the database to optimize performance and limit errors. These practices help ensure the flow is efficient, effective, and less prone to causing issues in the Salesforce environment. Reference: [Salesforce Developer Blog - Best Practices for Building Flows](#)

Question 4

Question Type: MultipleChoice

Which are the three Flow best practices?

Options:

- A-** Never hard-code Salesforce IDs.
- B-** Provide an error handler.
- C-** Configure inactive Flows in Production.
- D-** Set up a flow optimizer.
- E-** Control when users can navigate backwards.

Answer:

A, B, E

Explanation:

Three Flow best practices recommended by Salesforce include: A) Never hard-code Salesforce IDs, as hard-coding can lead to maintenance issues and break the flow when used in different environments. B) Provide an error handler to manage exceptions and ensure users are presented with understandable error messages, improving the flow's robustness and user experience. E) Control when users can navigate backwards to manage the flow's navigation and ensure data integrity and user experience are maintained. These

practices enhance the flow's maintainability, user experience, and reliability. Reference: Salesforce Help Documentation on Flow Best Practices.

Question 5

Question Type: MultipleChoice

Which three types of data can a flow variable store?

Options:

- A- Multi-Select Picklist
- B- Text
- C- Binary Large Object (BLOB)
- D- Record
- E- Character Large Object (CLOB)

Answer:

B, D, E

Explanation:

The types of data a flow variable can store include Text (B), Record (D), and Character Large Object (CLOB) (E). Text variables store string values, Record variables can store Salesforce record data, and CLOB variables are used for storing large text blocks. These data types enable the storage and manipulation of a wide range of information within flows, supporting complex data handling and processing needs. Reference: Salesforce Help Documentation on Flow and Variables.

Question 6

Question Type: MultipleChoice

The Administrator is developing a flow which integration with an external system and needs to be invoked in async fashion. What type of flow the Administrator should choose when designing this process?

Options:

A- Platform Event Process

B- Contact Request Flow

C- Checkout Flow

D- Screen Flow

Answer:

A

Explanation:

For a process that integrates with an external system and needs to be invoked asynchronously, a Platform Event Process is suitable. Platform events enable the creation of event-driven workflows in Salesforce, where an event message is published and can trigger processes or flows. This mechanism is ideal for integrating with external systems in an asynchronous fashion. Reference: Salesforce Help - Platform Events Overview

Question 7

Question Type: MultipleChoice

The system needs to automatically mention the record owner in the record feed whenever an Opportunity record is Closed-Won. How can an Administrator accomplish this using Flow?

Options:

- A- By cresting two flow directives, one for the record and another one for the feed item.
- B- By using the Assignment Element and setting the value to the record owner.
- C- By creating a temporary shadow record with system account as the owner and copying the lead item to original record.
- D- By entering @[reference] in the input Message parameter, where reference is the ID for the record owner.

Answer:

D

Explanation:

To automatically mention the record owner in the record feed when an Opportunity is Closed-Won, using the @[reference] syntax in the Message parameter of a Post to Chatter action in a Flow is effective. Here, 'reference' should be replaced with the dynamic reference to the record owner's ID, allowing the Flow to tag the owner in a Chatter post dynamically. Reference: [Salesforce Help - Automate Posts to Chatter Using Flow](#)

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