Question 1

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

Options:

A- Escalation rules

B- Flow Builder

C- Process Builder

D- Scheduled Apex

Answer:

A, C

Question 2

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?

Options:

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

Question 3

Cloud Kicks (CK) switched to Lightning Experience and started using Chatter across its global workforce to support its fast-paced sales cycle. CK loves Chatter but struggle with gathering feedback from core team members, including understanding who is available to respond.

Which two ways could CK use Chatter to solve this problem?

Choose 2 answers

Options:

A- Streams

B- Polls

C- Out of Office

D- Topics

Answer:

B, C

Question 4

Universal Containers wants to create a report to show job applications with or without resumes.

What considerations should the app builder be aware of when creating the custom report type?

Options:

A- An app builder is unable to create custom report types for objects they do not have permissions for.

B- Once the report type has been deployed it is unable to be deleted.

C- A primary object selection is locked once the custom report type has been saved.

D- When a custom or external object is deleted the report type and reports remain but cause an error when the report is run.

Answer:

C

Question 5

Ursa Major Solar (UMS) has a custom object where they track Galactic Vendors. The object has four custom fields for the Galactic Vendors's location:

Street (Street__c)
City (City__c)
Planet (Planet__c)
Galaxy (Galaxy__c)

The UMS's leadership wants these fields to be concatenated into a single formula field on two lines.

Which formula fulfills this requirement?

A)

Street & BR() &
City & ", " & Planet & " " & Galaxy

B)

Street
City, Planet Galaxy

C)

```
Street__c & BR() &
City__c & ", " & Planet__c & " " & Galaxy__c
```

D)

```
Street__c
City__c, Planet__c Galaxy__c
```

Options:

A- Option A

B- Option B

C- Option C

D- Option D

Answer:

C

Question 6

Question Type: **MultipleChoice**

Cloud Kicks's management team frequently travels and wants to approve requests from their team on the go via Chatter.

Where would an app builder enable this ability?

Options:

A- Chatter Feed Tracking

B- Object Settings

C- Chatter Settings

D- Approval Process Settings

Answer:

C

Question 7

Question Type: **MultipleChoice**

What option is available to an App Builder when defining an object-specific Create Record custom action? Choose 2 answers

Options:

A- Pre-Defining field values on the target object.

B- Redirecting the end user to the detail page of the target object

C- Specifying the fields and layout of the action.

D- Allowing the end user to choose the record type

Answer:

A, D

Question 8

Question Type: **MultipleChoice**

An App Builder at UVC would like to prevent users from creating new records on an Account related list by overriding standard buttons. Which two should the App Builder consider before overriding standard buttons?

Options:

A- Standard buttons can be changed on lookup dialogs, list views, and search result layouts

B- Standard buttons can be overridden with a Visualforce page

C- Standard buttons that are not available for overrides can still be hidden on page layouts

D- Standard buttons can be overridden, relocated on the detail page, and relabeled

Answer:

B, C

Question 9

Question Type: **MultipleChoice**

Universal Containers uses Contracts for agreements with customers. A sales manager is required to provide approval for contracts and director approval for any contract over $10,000.

Which two options should an app builder use to ensure all contracts route for the correct approval and also prevent the sales rep from making changes to the record while it is being approved?

Choose 2 answers

Options:

A- Create an approval process on the Contract object with criteria set on a second approval step set as 'Amount__c > 10,000' and set the approver as director.

B- Create an approval process on the Contract object and set the field for 'Next Automated Approver Determined By' as Manager'.

C- Create a validation rule on the Contract object that prevents updates to the contract record while it is being reviewed.

D- Create an approval process on the Contract object with one step for each sales manager that sets the approver as the director.

Answer:

B, D