

Free Questions for Platform-App-Builder

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Question 1

Question Type: MultipleChoice

Universal Containers (UC) wants to test code against a subset of production data that is under 5 GB. Additionally, UC wants to refresh this sandbox every weekend.

Which type of sandbox should be used to accomplish this?

Options:

- A- Developer Pro
- B- Partial Copy
- C- Full Copy
- D- Developer

Answer:

B

Explanation:

To test code against a subset of production data under 5 GB and to refresh the sandbox environment weekly, the most suitable type of sandbox is:

Partial Copy (B). A Partial Copy sandbox includes a copy of your production org's metadata and a subset of your production data as defined by the sandbox template. It allows up to 5 GB of data and can be refreshed every 5 days, making it ideal for scenarios where a representative sample of production data is needed for testing without the storage and refresh limitations of a Full Copy sandbox.

Developer Pro (A) and Developer (D) sandboxes also allow for testing and development but do not include a subset of production data--- they either have no data or only limited sample data. A Full Copy sandbox (C) provides a full replica of production data, far exceeding the 5 GB requirement and generally is refreshed less frequently due to larger data volume and longer copy times.

Reference for sandbox types and their capabilities:

Sandbox Types and Templates: https://help.salesforce.com/articleView?id=sf.data_sandbox_implementation_tips.htm&type=5

Question 2

Question Type: MultipleChoice

Sales reps at Cloud Kicks (CK) forget to submit for approval when CK needs orders reviewed before close won. CK wants to automatically submit

opportunities into the Secure Commitment Stage to eliminate manual submission.

Which feature meets the business requirements?

Options:

- A- Record-Triggered flow optimized for Fast Field Updates
- B- Custom button and screen flow
- C- Platform Event-Triggered flow
- D- Record-Triggered flow optimized for Actions and Related Records

Answer:

D

Explanation:

To automate the submission of opportunities into the 'Secure Commitment' stage and eliminate manual submission for approval, the best feature to use is:

Record-Triggered flow optimized for Actions and Related Records (D). This type of flow allows for complex automation that can include submitting records for approval based on specific criteria being met, such as reaching a particular stage in the opportunity lifecycle. It's particularly suitable for handling related record updates and other actions like submissions for approval, which are integral when an opportunity reaches a certain stage.

Record-Triggered Flow optimized for Fast Field Updates (A) is focused primarily on quick updates to fields and may not handle the complexity of submission for approval processes adequately. Custom button and screen flow (B) could be used to manually trigger processes but does not automate the submission. Platform Event-Triggered flow (C) is typically used for integrations and reacting to system-wide events, not for standard record lifecycle management.

Reference for using Flows in Salesforce, particularly for automating business processes like approval submissions:

Record-Triggered Flows: https://help.salesforce.com/articleView?id=sf.flow_considerations_trigger_record.htm&type=5

Question 3

Question Type: MultipleChoice

AW Computing has a custom object for service plans.

A service plan needs to be associated to one and only one contact. The support manager noticed if the wrong contact is associated, the reps are unable to change the contact. The app builder already confirmed the user has correct access to the field and there are no validations associated with the service

plans.

What could be causing the issue?

Options:

- A-** The Read Only radio button, Allows users with at least Read access to the Master record to create, edit, or delete related Detail records, is selected.
- B-** The Allow reparenting checkbox, Child records can be reparented to other parent records after they are created, is unchecked.
- C-** The Read/Write radio button, Allows users with at least Read/Write access to the Master record to create, edit, or delete related Detail records, is selected.
- D-** The Allow reparenting checkbox, Child records can be reparented to other parent records after they are created, is checked.

Answer:

B

Explanation:

The issue described occurs due to the settings in the master-detail relationship. Specifically:

The Allow reparenting checkbox, Child records can be reparented to other parent records after they are created, is unchecked (B). This setting prevents changing the parent record (contact) of a child record (service plan) once it has been set. If 'Allow reparenting' is unchecked, it restricts the ability to change the associated contact, leading to the issue observed.

The other options do not directly address the inability to change the associated contact on a service plan record. The 'Read Only' and 'Read/Write' settings (A and C) pertain to access rights to the detail records based on the master record's access but do not affect the ability to reparent a record.

For a detailed understanding of master-detail relationships and their settings, including reparenting, see the Salesforce documentation on relationships:

Master-Detail Relationships: https://help.salesforce.com/articleView?id=relationships_considerations.htm&type=5

Question 4

Question Type: MultipleChoice

Which two report formats can be used as a source report to configure a reporting snapshot?

Choose 2 answers

Options:

- A- Tabular format
- B- Summary format
- C- Joined format
- D- Matrix format

Answer:

B, D

Explanation:

For reporting snapshots, the source report must be capable of grouping data, which is necessary for summarizing information at specific intervals. The acceptable formats for a source report in reporting snapshots are:

Summary format (B). This format groups rows of data by one or more criteria and can perform calculations such as sum, average, etc., on another column at each group level.

Matrix format (D). Similar to the summary format but arranges data in a grid format, allowing summarization by both rows and columns.

Tabular (A) and joined (C) formats are not suitable for reporting snapshots. Tabular reports do not include grouped or summarized data, and joined reports involve combining multiple report types, which are not compatible with how reporting snapshots need to structure data.

Reference for more information on reporting snapshots and report formats:

Reporting Snapshots: https://help.salesforce.com/articleView?id=reports_snapshots.htm&type=5

Report Formats: https://help.salesforce.com/articleView?id=reports_understanding_formats.htm&type=5

Question 5

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) has created the custom objects Trail and Park in Salesforce to track trails and parks respectively. NTO wants to

track the total number of trails a park has on the park record without writing any code.

Which two actions should an app builder take to accomplish this requirement?

Choose 2 answers

Options:

- A-** Use a formula field on the Park record to show the total number of trails.
- B-** Use a roll-up summary field on the Park record to show the total number of Trails.
- C-** Use a master-detail relationship between the Park and Trail objects.
- D-** Use a lookup relationship between the Park and Trail objects.

Answer:

B, C

Explanation:

To track the total number of trails associated with a park without writing code, the correct actions to take are:

Use a roll-up summary field on the Park record to show the total number of Trails (B). Roll-up summary fields calculate and display a value in a master record based on the values of fields in a detail record. They are used to count, sum, average, or get the minimum/maximum of values in related detail records.

Use a master-detail relationship between the Park and Trail objects (C). Master-detail relationships are necessary for roll-up summary fields as they allow the master object to control certain behaviors of the detail object and summarize data from those detail records.

A formula field (A) cannot dynamically count related records unless those records are linked via a master-detail relationship, and it cannot alone handle counts across related records without such a relationship. A lookup relationship (D) does not support roll-up summaries unless combined with additional tools like triggers or third-party apps, which involve coding or extra configuration outside standard object setup.

For more details, refer to the Salesforce Help documentation on master-detail relationships and roll-up summary fields:

Master-Detail Relationship: https://help.salesforce.com/articleView?id=relationships_considerations.htm&type=5

Roll-Up Summary Fields: https://help.salesforce.com/articleView?id=fields_about_roll_up_summary_fields.htm&type=5

Question 6

Question Type: MultipleChoice

Northern Trail Outfitters wants to initiate a daily backup of its Salesforce org.

Which tool should an app builder recommend for this task?

Options:

- A- Report export
- B- Refresh full copy sandbox
- C- AppExchange package
- D- Data Export Service

Answer:

D

Explanation:

Data Export Service is the appropriate tool for initiating scheduled or immediate backups of Salesforce data. Reference:

Salesforce Help - Data Export Service

Question 7

Question Type: MultipleChoice

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?

Options:

- 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

Explanation:

Create a master-detail relationship between the parent and child object with a roll-up summary field that filters on the status field is the recommended method for the app builder to achieve the request of rolling up sales metrics to an opportunity for only Detailed.Sales__c records that have their picklist status set to Active. According to theSalesforce documentation, "Roll-up summary fields calculate values from related records, such as those in a master-detail relationship." A roll-up summary field can filter on a field value of the child records and sum up only those records that match the criteria. Utilize the AppExchange to download a third-party application that can roll up the sales dollars with the appropriate filter, create a lookup relationship between the parent and child object with a roll-up summary field that filters on the status field, and utilize Apex code to roll up the desired amounts are not valid or necessary methods for this request.

Question 8

Question Type: MultipleChoice

A custom field on an account is used to track finance information about a customer. Only members of the Finance Team have access to this field. However, the business wants to allow one customer service agent, who is assigned the customer service profile, read-only access to this field for special circumstances. What is the recommended solution to grant the customer service agent access to the field?

Options:

A- Create a permission set that allows read-only access to the field via Field Level Security and assign it to the agent.

- B-** Create a new profile to allow for read-only access to the field via Field Level Security and assign it to the agent
- C-** Update the Customer Service Profile already assigned to the agent to allow for read-only access to the field via Field Level Security
- D-** Update the custom field's Field Level Security in setup to allow the agent read-only access to the field.

Answer:

A

Explanation:

The recommended solution to grant the customer service agent access to the field is creating a permission set that allows read-only access to the field via Field Level Security and assigning it to the agent. A permission set is a collection of settings and permissions that give users access to various tools and functions. Field Level Security (FLS) is a setting that controls the access level of fields for different profiles or permission sets. The app builder can create a permission set that grants read-only access to the custom field on the account object via FLS and assign it to the agent. Option B is incorrect because creating a new profile to allow for read-only access to the field via FLS and assigning it to the agent is not recommended, as profiles are used to define the baseline permissions and settings for a group of users, and creating multiple profiles for individual users can be hard to maintain. Option C is incorrect because updating the Customer Service Profile already assigned to the agent to allow for read-only access to the field via FLS is not recommended, as this will affect all users who have the same profile, which may violate the security policy. Option D is incorrect because updating the custom field's FLS in setup to allow the agent read-only access to the field is not possible, as FLS can only be set at the profile or permission set level, not at the user level.

Question 9

Question Type: MultipleChoice

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?

Options:

- A- Multi-select picklist
- Meld
- B- Picklist field
- C- Lookup field
- D- Text field

Answer:

C

Explanation:

The solution that an app builder should use for this request is a lookup field. A lookup field is a type of relationship field that links two objects together and allows users to select a record from another object. The app builder can create a lookup field on the account object that references the user object and allows users to assign a customer service manager (CSM) to the account. Option A is incorrect because a multi-select picklist field is not suitable for this request, as multi-select picklist fields allow users to select multiple values from a predefined list, not from another object. Option B is incorrect because a picklist field is not suitable for this request, as picklist fields allow users to select one value from a predefined list, not from another object. Option D is incorrect because a text field is not suitable for this request, as text fields allow users to enter any alphanumeric characters, not from another object.

Question 10

Question Type: MultipleChoice

The app builder 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?

Options:

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:

A

Explanation:

Changing the data type of a field used in an apex class from number to text will require the app builder to perform additional steps in order to retain existing functionalities. This is because changing the data type of a field may affect the apex code that references or manipulates the field value, and may cause compilation errors or unexpected results. The app builder will need to update the apex code to handle the new data type and ensure that the logic and calculations are still correct. Option B is incorrect because changing the data type of a field used in a report from a text to an encrypted field will not require additional steps, as encrypted fields can still be used in reports with some limitations. Option C is incorrect because changing the data type of a field used as an external id from number to text will not require additional steps, as external id fields can be either number or text. Option D is incorrect because changing the data type of a field used in lead conversion from number to text will not require additional steps, as lead conversion fields can be mapped regardless of their data types.

Question 11

Question Type: MultipleChoice

Universal Containers generates leads from three different sources: web, trade shows, and partners. Some of the information collected is applicable to all sources, there is also information that is unique to each type of lead. What should an app builder configure to meet these requirements?

Options:

- A-** Create three lead record types each with its own page layout containing the relevant fields
- B-** Create a partner community and a record type for web and trade show leads
- C-** Create three sections on the lead layout and instruct users to collapse the non-relevant fields
- D-** Create custom page payouts for each type of lead only containing the relevant fields

Answer:

A

Explanation:

The solution that the app builder should configure to meet these requirements is creating three lead record types each with its own page layout containing the relevant fields. This way, the app builder can customize the fields and sections that appear on each record type based on the source of the lead. Option B is incorrect because creating a partner community and a record type for web and trade show leads does not address the requirement of collecting information that is unique to each type of lead, as partner community users may

have different fields and layouts than internal users. Option C is incorrect because creating three sections on the lead layout and instructing users to collapse the non-relevant fields does not address the requirement of collecting information that is unique to each type of lead, as users may still see or enter data in the wrong fields. Option D is incorrect because creating custom page layouts for each type of lead only containing the relevant fields does not address the requirement of collecting information that is applicable to all sources, as users may miss some common fields.

Question 12

Question Type: MultipleChoice

Cloud Kicks has three types of customer support processes: Platinum, Diamond, and Bronze. The app builder created separate record types for each process on the Case object. The customer support team should be unable to create new cases with the Bronze record type.

How should this requirement be met?

Options:

- A- Update the organization-wide defaults to private for Case.
- B- Update the support team profile to remove the Bronze record type.

- C-** Create permission set group for Case that includes Platinum and Diamond record types.
- D-** Make the record type hidden to support users; update sharing roles to private.

Answer:

B

Explanation:

The solution that should meet this requirement is updating the support team profile to remove the Bronze record type. This way, the support team users will not be able to create new cases with the Bronze record type, as it will not appear in their record type selection list. Option A is incorrect because updating the organization-wide defaults to private for Case does not affect the record type availability, but rather the record access level. Option C is incorrect because creating permission set group for Case that includes Platinum and Diamond record types does not prevent the support team users from creating new cases with the Bronze record type, as they may still have access to it through their profile. Option D is incorrect because making the record type hidden to support users and updating sharing roles to private does not prevent the support team users from creating new cases with the Bronze record type, as they may still have access to it through their profile.

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