# Free Questions for Process-Automation

## Shared by Gaines on 04-10-2024

# Question 1

An Administrator needs to notify the CEO via email requesting sign-off anytime an opportunity's discount reaches higher than 40% leave comments. Which tool should the Administrator use to accomplish this?

## Options:

**A-** Process Builder

**B-** Flow Builder

**C-** Apex Trigger

**D-** Approvals

## Answer:

A

## Explanation:

To notify the CEO via email for an Opportunity's discount exceeding 40%, Process Builder is the most suitable tool. Process Builder allows for the creation of automated processes that can perform actions based on specific criteria, such as sending an email alert. In this

scenario, the Process Builder can be configured to trigger when an Opportunity record's discount field reaches above 40%, and then an immediate action can be set up to send an email notification to the CEO. This method is efficient and does not require coding, making it accessible for administrators. Reference: Salesforce Help Documentation on Process Builder.

# Question 2

**Question Type:** **MultipleChoice**

The Salesforce Admin needs to automate a process that sends an approval request to the VP of Sales for any account record that changes from Prospect to New Customer. What process automation capabilities would the Admin use to meet this requirement?

## Options:

**A-** Use an Apex Trigger to change the Account field value from 'prospect' to 'customer' and email the Account Owner as a reminder to get an approval from their Manager.

**B-** Use a Record Trigger Flow to change the Account field value from 'prospect' to 'customer' and email the Account Owner.

**C-** Use a Flow to update the field and trigger on Approval Process to notify the VP of Sales.

**D-** Use o Process to monitor t changed field value on the Account object from 'prospect' to 'customer' and an action to submit the record to an Approval Process

**Answer:**

C

**Explanation:**

To automate the process of sending an approval request when an Account record changes from Prospect to New Customer, the best approach would be to use Salesforce Flow to update the Account field value and then trigger an Approval Process to notify the VP of Sales. This approach allows for a more flexible and powerful automation compared to using Apex Triggers or Process Builder alone. Salesforce Flow can detect record changes and perform complex logic, including updating records and initiating approval processes. The Approval Process can then be configured to send an approval request to the VP of Sales. This solution aligns with Salesforce's best practices for leveraging declarative automation tools before resorting to code. Reference: Salesforce Help Documentation on Flow and Approval Processes.

# Question 3

**Question Type: MultipleChoice**

To override the context a flow typically runs in, set the flow to run in which context?

## Options:

**A-** RunAs context

**B-** User context

**C-** Debug context

**D-** System context

## Answer:

D

## Explanation:

To override the typical user context in which a flow runs, you can set the flow to run in System Context. This means the flow will have access to all records and fields in the Salesforce org, regardless of the user's permissions, following the sharing rules and field-level security settings of the admin or the automated process user. Reference: Salesforce Help - How Does Flow Security Work?

# Question 4

**Question Type:** **MultipleChoice**

What does a flow connector do?

## Options:

**A-** Tells the flow which external database to connect to.

**B-** Tells the flow which element to execute next.

**C-** Tells the flow which resource to create next.

**D-** Tells Salesforce which flow to start next.

## Answer:

B

## Explanation:

A flow connector in Salesforce is a line that connects elements in a flow, indicating the path that the flow should follow from one element to the next. Connectors are used to define the order of operations in a flow, directing the flow's execution from one element to another based on the defined logic and conditions. Reference: Salesforce Help - Understand Flow Connectors

# Question 5

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 6

Which three main categories con Flow elements be broken down into?

## Options:

**A-** Guided visual processes, behind the scenes automation, and approval automations.

**B-** Screen, logic, and actions.

**C-** Logic, actions, and connectors.

**D-** Variables, choices, and stages.

## Answer:

B

**Explanation:**

Flow elements in Salesforce can be broadly categorized into three main types: Screen, Logic, and Actions. Screen elements are used to create user interfaces for collecting input or displaying information. Logic elements, such as decisions, loops, and assignments, define the flow's logic and control how the flow progresses. Actions elements are used to execute operations, such as creating, updating, or deleting records. Reference: Salesforce Help - Flow Element Reference

# Question 7

**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 8

**Question Type: MultipleChoice**

What is a flow interview?

## Options:

**A-** Questions posed by flow designer to potential flow users.

**B-** A flow that takes the same path as the original flow.

**C-** Instance of a flow.

**D-** Connection or interlink between two to more internal elements of a flow.

## Answer:

C

## Explanation:

A flow interview (C) is an instance of a flow that is running. Each time a flow is executed, a new flow interview is created. This interview represents the execution path taken by the flow, including the data entered and processed throughout the flow's execution. Understanding flow interviews is crucial for debugging and optimizing flows. Reference: Salesforce Help Documentation on Flow Concepts.

# Question 9

**Question Type: MultipleChoice**

How is a flow interview described?

## Options:

**A-** It is a reflective instance of a flow.

**B-** It is a special connector between two elements.

**C-** It is a running instance of a flow.

**D-** It is a debug instruction.

## Answer:

C

## Explanation:

A flow interview in Salesforce is essentially a running instance of a flow, initiated when a user or an automated process starts the flow. Each time a flow is executed, a new flow interview is created, representing the execution context of that particular instance. This includes the tracking of variable values, decisions made within the flow, and the progress of the user or process through the flow's elements. Flow interviews are crucial for understanding how individual runs of a flow operate, including debugging and monitoring the flow's execution. Salesforce documentation on 'Flow Interviews' provides a comprehensive overview of how flow interviews work, their role in the execution of flows, and how they can be monitored and managed within the Salesforce environment.

# Question 10

Which three options are appropriate to distribute as a flow in a Site or a Portal instead of a

Salesforce org?

## Options:

**A-** A survey to collect feedback on new products.

**B-** A guided script for service reps to follow when customers lose their credit card.

**C-** An interest form for an upcoming conference.

**D-** A partner-sourced lead conversion wizard for internal Sales team.

**E-** A new product registration form.

## Answer:

A, C, E

## Explanation:

Flows that are suitable for distribution in a Site or a Portal, rather than within a Salesforce org, include those intended for external users, such as customers or partners. Examples include a survey to collect feedback on new products, an interest form for an upcoming conference, and a new product registration form. These types of flows are designed to gather information or provide services to users who do not have access to the internal Salesforce org. Reference: Salesforce Help - Distribute Flows to Customers and Partners

# Question 11

**Question Type:** **MultipleChoice**

How many active versions of a flow can you have at a given time?

## Options:

**A-** Unlimited

**B-** 5

**C-** 1

**D-** 10

## Answer:

C

## Explanation:

At any given time, you can have only one active (activated) version of a flow in Salesforce. While you can create and save multiple versions of a flow, only one version can be active and triggerable by users or automated processes at a time. This ensures that there is no confusion or conflict between different versions of the same flow. Reference: Salesforce Help - Activate or Deactivate a Flow

# Question 12

**Question Type: MultipleChoice**

Which three Process Automation Settings can be found in Setup?

## Options:

**A-** Let Administrators resume flows with pending actions

**B-** Let users select run-as another user

**C-** Let users pause flows

**D-** Let users resume shared flow interviews

**E-** Let Administrators debug flows as other users

## Answer:

A, C, D

## Explanation:

In Salesforce Setup, three Process Automation Settings that can be found are: A) Let Administrators resume flows with pending actions, C) Let users pause flows, and D) Let users resume shared flow interviews. These settings provide flexibility in how flows are managed and interacted with, offering capabilities such as pausing, resuming, and sharing flow interviews among users and administrators. Reference: Salesforce Setup Documentation on Process Automation Settings.