Exam

PLAT-ADMN-202

Salesforce Certified Platform App Builder

Free demo	40 sample questions
Full exam	311 questions with answers and explanations
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This is a free demo from Dumpsgate: 40 of the exam's 311 questions. **Get the full PLAT-ADMN-202 exam** with every question, answer and explanation.

Question 1

Single choice · Domain: D1 Salesforce Fundamentals › Identify Salesforce email-sending limits and select an appropriate solution for recurring high-volume email delivery

Northern Trail Outfitters wants to broadcast an email to 7,000 contacts Salesforce on a regular basis but realizes Salesforce is mass functionality has a limitation on the number erf emails that can be sent each day.

What action should the app builder take?

A. Request Salesforce increase the number of maximum daily emails.
B. Develop Apex code and bghtnrrvg web component to send dairy emails
C. Research and evaluate products available on AppExchange to send mass emails.
D. Export Contacts to a CSV file and use an email client to send the emails.

Answer: C. Research and evaluate products available on AppExchange to send mass emails.

Explanation

This question tests knowledge of Salesforce mass email and platform email limits, including recognizing when native functionality or custom Apex remains constrained and when an AppExchange solution should be evaluated.

✗ **A** Request Salesforce increase the number of maximum daily emails.
Incorrect. Salesforce email limits apply to the organization, and requesting a higher limit is not the standard solution for recurring mass email requirements.

https://trailhead.salesforce.com/content/learn/modules/lex_email_template_concepts/lex_mass_email

✗ **B** Develop Apex code and bghtnrrvg web component to send dairy emails
Incorrect. Sending emails through Apex does not eliminate Salesforce email governor and daily delivery limits, so custom code would not solve the high-volume requirement.

https://trailhead.salesforce.com/content/learn/modules/lex_email_template_concepts/lex_mass_email

✓ **C** Research and evaluate products available on AppExchange to send mass emails.
Correct. An AppExchange product designed for high-volume or marketing email can provide capabilities beyond native Salesforce mass email functionality and should be evaluated for fit, compliance, and integration.

https://appexchange.salesforce.com/

✗ **D** Export Contacts to a CSV file and use an email client to send the emails.
Incorrect. Exporting contacts to an external email client is not a scalable or integrated Salesforce solution and can create data governance, synchronization, and compliance concerns.

https://trailhead.salesforce.com/content/learn/modules/lex_email_template_concepts/lex_mass_email

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Question 2

Multiple choice · Domain: D2 Data Modeling and Management › Select relationship types and declarative fields to aggregate child records on a parent record

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?

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

Answer

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

Explanation

This question tests the ability to configure a master-detail relationship and use a roll-up summary field to count related Trail records on the Park record without code.

✓ **A** Use a roll-up summary field on the Park record to show the total number of Trails.
Correct. A roll-up summary field can calculate the COUNT of related child records, including Trails, on the Park parent record. Roll-up summary fields require a master-detail relationship.

https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

✗ **B** Use a formula field on the Park record to show the total number of trails.
Incorrect. A standard formula field cannot count related child records across a relationship. A roll-up summary field is the declarative feature designed to aggregate related records.

https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

✗ **C** Use a lookup relationship between the Park and Trail objects.
Incorrect. A lookup relationship alone does not support a standard roll-up summary field for counting child records. The relationship must be master-detail for this requirement.

https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

✓ **D** Use a master-detail relationship between the Park and Trail objects.
Correct. The Trail records should be detail records related to Park through a master-detail relationship, which enables a roll-up summary field on Park to count the Trails.

https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

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Question 3

Single choice · Domain: D2 Data Modeling and Management › Identify the reporting behavior and automatically generated report type for a master-detail relationship

The app builder at Ursa Major Solar created a master-detail relationship between a parent object Galaxy__c and child object Star__c.

What is the effect of creating this type of relationship if users want to report on Galaxy__c with Star__c?

A. A Galaxy__c with Star__c report type will be automatically created.
B. A Star__c report type with Galaxy__c as a field will be automatically created.
C. A new custom report type will need to be created for Star__c with lookup fields from Galaxy__c.
D. A new custom report type will need to be created for Galaxy__c with Star__c.

Answer: B. A Star__c report type with Galaxy__c as a field will be automatically created.

Explanation

This question tests knowledge of how Salesforce exposes master-detail relationships in reporting. When a master-detail relationship is created, Salesforce automatically creates a report type based on the detail object with access to fields from the master object.

✗ **A** A Galaxy__c with Star__c report type will be automatically created.
Incorrect. Salesforce does not automatically create the report type with the master object, Galaxy__c, as the primary object in this relationship. The automatically generated report type is based on the detail object.

https://help.salesforce.com/s/articleView?id=sf.customize_report_types.htm&type=5

✓ **B** A Star__c report type with Galaxy__c as a field will be automatically created.
Correct. Creating a master-detail relationship automatically creates a report type based on the detail object, Star__c, and makes fields from the master object, Galaxy__c, available for reporting.

https://help.salesforce.com/s/articleView?id=sf.customize_report_types.htm&type=5

✗ **C** A new custom report type will need to be created for Star__c with lookup fields from Galaxy__c.
Incorrect. A new custom report type is not required because Salesforce automatically creates a report type for a master-detail relationship. Also, the relationship is not a lookup relationship.

https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

✗ **D** A new custom report type will need to be created for Galaxy__c with Star__c.
Incorrect. Salesforce automatically creates a report type for the master-detail relationship, so users do not need to create a new custom report type for Galaxy__c and Star__c.

https://help.salesforce.com/s/articleView?id=sf.customize_report_types.htm&type=5

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Question 4

Single choice · Domain: D2 Data Modeling and Management › Select an appropriate method to count child records related through a lookup relationship

Cloud Kicks wants to display the number of Opportunity records associated with each Account.

Which solution should be used?

A. Formula field
B. Roll-up Summary field
C. AppExchange offering
D. Lookup field

Answer: C. AppExchange offering

Explanation

This question tests the ability to distinguish native roll-up summary capabilities from AppExchange solutions when aggregating Opportunity records related to Accounts through a lookup relationship.

✗ **A** Formula field
Incorrect. A formula field can calculate values from fields on the current record and related parent records, but it cannot natively count child Opportunity records.

https://help.salesforce.com/s/articleView?id=sf.customize_formulas.htm&type=5

✗ **B** Roll-up Summary field
Incorrect. Roll-up summary fields natively summarize child records only through a master-detail relationship. The standard Account-to-Opportunity relationship is a lookup relationship, so a native roll-up summary field cannot be used for this count.

https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

✓ **C** AppExchange offering
Correct. An AppExchange solution can provide declarative lookup rollups that count Opportunity records related to an Account when the relationship is not master-detail.

https://appexchange.salesforce.com/

✗ **D** Lookup field
Incorrect. A lookup field establishes a relationship between records and can display the related Account or Opportunity, but it does not calculate the number of child records.

https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

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Question 5

Single choice · Domain: D2 Data Modeling and Management › Use Schema Builder to visualize relationships between standard and custom objects

A new app builder on the Cloud Kicks team is getting familiar with the data model. They want to see how standard objects and custom objects relate.

Which functionality should the app builder use to view these relationships?

A. Fields & Relationships
B. Object Manager
C. Lightning App Builder
D. Schema Builder

Answer: D. Schema Builder

Explanation

This question tests the ability to select the Salesforce feature that provides a visual representation of objects, fields, and relationships in the data model.

✗ **A** Fields & Relationships
Incorrect. Fields & Relationships is a section within an object's configuration that lists and manages fields and relationships for that object; it does not provide a visual overview of how multiple standard and custom objects relate.

https://help.salesforce.com/s/articleView?id=sf.schema_builder.htm&type=5

✗ **B** Object Manager
Incorrect. Object Manager is used to configure individual standard and custom objects, including their fields, relationships, and other settings, but it is not the visual relationship-mapping tool.

https://help.salesforce.com/s/articleView?id=sf.schema_builder.htm&type=5

✗ **C** Lightning App Builder
Incorrect. Lightning App Builder is used to create and customize Lightning pages and app user interfaces, not to view relationships in the Salesforce data model.

https://help.salesforce.com/s/articleView?id=sf.schema_builder.htm&type=5

✓ **D** Schema Builder
Correct. Schema Builder provides a visual representation of an organization's objects, fields, and relationships, including relationships between standard and custom objects.

https://help.salesforce.com/s/articleView?id=sf.schema_builder.htm&type=5

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Question 6

Single choice · Domain: D2 Data Modeling and Management › Select and configure a roll-up summary field to aggregate values from child records in a master-detail relationship

DreamHouse Realty (DR) has many properties for sale and wants to identify the highest value of all Offer__c records on each Property__c record.

Which solution should the app builder use to meet DR's needs provided that there is a master-detail relationship between the objects?

A. Roll-up Summary
B. Rich Text Area
C. Text Area (Long)
D. Multi-select Picklist

Answer: A. Roll-up Summary

Explanation

This question tests the ability to identify the Salesforce field type that calculates an aggregate value, such as the maximum Offer__c amount, from related detail records on a master record.

✓ **A** Roll-up Summary
Correct. A roll-up summary field on Property__c can calculate the highest value from related Offer__c records when the objects have a master-detail relationship.
https://help.salesforce.com/s/articleView?id=sf.fields_creating_rollup_summary_fields.htm&type=5

✗ **B** Rich Text Area
Incorrect. A rich text area stores formatted text and cannot calculate or aggregate values from related records.
https://help.salesforce.com/s/articleView?id=sf.fields_about.htm&type=5

✗ **C** Text Area (Long)
Incorrect. A long text area stores large amounts of unformatted text and cannot calculate the maximum value of related Offer__c records.
https://help.salesforce.com/s/articleView?id=sf.fields_about.htm&type=5

✗ **D** Multi-select Picklist
Incorrect. A multi-select picklist stores multiple selected text values and does not aggregate numeric values from child records.
https://help.salesforce.com/s/articleView?id=sf.fields_about.htm&type=5

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Question 7

Single choice · Domain: D2 Data Modeling and Management › Select the appropriate relationship type between a custom object and Opportunity to inherit record access

Universal Containers wants to track installation information once a container has been purchased on a custom object. Sales reps should have visibility of all the installations associated with their opportunities.

Which kind of relationship should this new object have to Opportunity?

A. Many to Many
B. Master-Detail
C. Hierarchical
D. Lookup

Answer: B. Master-Detail

Explanation

This question tests choosing a master-detail relationship so Installation records inherit sharing access from their related Opportunity, allowing sales reps with access to the Opportunity to access its installations.

✗ **A** Many to Many
Incorrect. A many-to-many relationship requires a junction object and is appropriate only when each installation must relate to multiple opportunities and each opportunity to multiple installations.
https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

✓ **B** Master-Detail
Correct. A master-detail relationship makes Opportunity the parent and Installation the detail, allowing the installation records to inherit sharing access from the Opportunity.
https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

✗ **C** Hierarchical
Incorrect. Hierarchical relationships are available only on the User object and are used to represent user hierarchies, not an Installation-to-Opportunity relationship.
https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

✗ **D** Lookup
Incorrect. A lookup relationship links records without automatically inheriting the parent Opportunity's sharing access, so it does not best satisfy the stated visibility requirement.
https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

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Question 8

Multiple choice · Domain: D2 Data Modeling and Management › Design a many-to-many relationship using a junction object with two master-detail relationships

Ursa Major Solar (UMS) is planning to hire some new employees. UMS wants to allow a job candidate (Job_Candidate__c) to apply for multiple open positions (Open_Position__c) and then be able to view the applications (Application__c) on the job candidate record. UMS also wants to view all the applications for a specific open position.

A. Create a master-detail relationship on Open_Position__c to Application__c.
B. Create a master-detail relationship field on Job_Candidate__c to Application__c.
C. Create a master-detail relationship field on Application__c to Job_Candidate__c.
D. Create a master-detail relationship field on Application__c to Open_Position__c.

Answer

- C. **Create a master-detail relationship field on Application__c to Job_Candidate__c.**
- D. **Create a master-detail relationship field on Application__c to Open_Position__c.**

Explanation

This question tests the ability to model applications as a junction object between Job_Candidate__c and Open_Position__c. Application__c must contain master-detail relationship fields to both parent objects so applications can be viewed from either a candidate or an open position.

✗ **A** Create a master-detail relationship on Open_Position__c to Application__c.
Incorrect. The master-detail relationship field must be created on the child object, Application__c, not on Open_Position__c. A relationship in this direction would not correctly model applications as children of open positions and would not provide the required relationship to job candidates.

https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

✗ **B** Create a master-detail relationship field on Job_Candidate__c to Application__c.
Incorrect. Job_Candidate__c should be a parent of Application__c, so the relationship field belongs on Application__c. This option reverses the required parent-child direction and does not allow one candidate to have multiple application child records.

https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

✓ **C** Create a master-detail relationship field on Application__c to Job_Candidate__c.
Correct. Application__c should have a master-detail relationship to Job_Candidate__c, making the job candidate the parent and allowing multiple application records to appear on the candidate record. This is one of the two relationships required for the junction-object design.

https://help.salesforce.com/s/articleView?id=sf.relationships_manytomany.htm&type=5

✓ **D** Create a master-detail relationship field on Application__c to Open_Position__c.
Correct. Application__c should also have a master-detail relationship to Open_Position__c, making the open position the second parent and allowing all applications for that position to be viewed together. Combined with the relationship to Job_Candidate__c, this creates the required many-to-many relationship.

https://help.salesforce.com/s/articleView?id=sf.relationships_manytomany.htm&type=5

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Question 9

Single choice · Domain: D2 Data Modeling and Management › Select and configure a global picklist value set for reuse across multiple objects

Universal Containers (UC) needs a picklist field called Status on three separate custom objects. UC has a requirement to share the list of values for this field across each object.

A. Related Picklist
B. Shared Custom Field
C. Global Picklist Value Set
D. Dependent Picklist

Answer: C. Global Picklist Value Set

Explanation

This question tests the ability to identify the Salesforce feature that centralizes picklist values so the same set can be used by fields on multiple objects.

✗ **A** Related Picklist
Incorrect. A related picklist is not the Salesforce feature used to share one set of picklist values across fields on separate objects.
https://help.salesforce.com/s/articleView?id=sf.fields_defining_global_picklists.htm&type=5

✗ **B** Shared Custom Field
Incorrect. Salesforce does not provide a Shared Custom Field feature for reusing picklist values across separate custom objects.
https://help.salesforce.com/s/articleView?id=sf.fields_defining_global_picklists.htm&type=5

✓ **C** Global Picklist Value Set
Correct. A global picklist value set defines a reusable set of values that can be used by picklist fields on multiple objects, supporting consistent values across the three Status fields.
https://help.salesforce.com/s/articleView?id=sf.fields_defining_global_picklists.htm&type=5

✗ **D** Dependent Picklist
Incorrect. A dependent picklist filters available values based on a controlling field; it does not provide a shared value set across fields on different objects.
https://help.salesforce.com/s/articleView?id=sf.fields_defining_global_picklists.htm&type=5

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Question 10

Single choice · Domain: D2 Data Modeling and Management › Select an appropriate custom field type to capture and report a required Boolean business value

Universal Containers (UC) requires that all users specify a contract is sent on each Opportunity prior to marking it as "Closed Won". UC wants to be able to report on how many Opportunities have sent Contracts compared to how many have a missing contract when the Opportunities closed.

Which field type should an app builder configure to fulfill this requirement?

A. Text
B. Text Area
C. Picklise
D. Checkbox

Answer: D. Checkbox

Explanation

This question tests the ability to model whether a contract was sent as a true-or-false value and use that field for reporting. A validation rule can additionally require the checkbox to be selected before an Opportunity is marked Closed Won.

✗ **A** Text
Incorrect. A text field could store values such as Yes or No, but it is less appropriate than a checkbox for a binary requirement and would require additional controls to ensure consistent values.

https://help.salesforce.com/s/articleView?id=sf.customize_field.htm&type=5

✗ **B** Text Area
Incorrect. A text area is designed for longer free-form text and does not provide a controlled true-or-false value for reporting whether the contract was sent.

https://help.salesforce.com/s/articleView?id=sf.custom_field_types.htm&type=5

✗ **C** Picklise
Incorrect. A picklist could represent Sent and Not Sent, but the requirement is a binary condition, for which a checkbox is the more suitable field type. A validation rule can use the checkbox value to prevent closing the Opportunity without a sent contract.

https://help.salesforce.com/s/articleView?id=sf.creating_validation_rules.htm&type=5

✓ **D** Checkbox
Correct. A checkbox stores a Boolean value indicating whether the contract was sent, allowing reports to compare checked and unchecked Opportunities. A validation rule can require the checkbox to be selected when the Opportunity is changed to Closed Won.

https://help.salesforce.com/s/articleView?id=sf.custom_field_types.htm&type=5

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Question 11

Single choice · Domain: D2 Data Modeling and Management › Configure security for junction objects using master-detail relationship sharing settings and sharing rules

Universal Containers has created two custom objects called Seminars and Attendees. Organization-wide defaults for these objects have been set to Private. Universal Containers wants to set up a new Junction object between these custom objects. A select group of users should be able to edit records in the Junction object.

Which two steps should an app builder take to configure the proper security?

A. Set Sharing Settings to Road Only on both Master-Detail relationship fields.
B. Create owner-based sharing rules that give Read access to the master objects.
C. Sat lookup filters on both Junction object relationship field.
D. Create an owner-based sharing rule that gives Road action to the junction object.

Answer: B. Create owner-based sharing rules that give Read access to the master objects.

Explanation

This question tests how access to a junction object is inherited through its master-detail relationships and how sharing rules on the master objects can grant access to selected users.

✗ **A** Set Sharing Settings to Road Only on both Master-Detail relationship fields.
Incorrect. A Read Only master-detail sharing setting does not grant users edit access to related junction records. To allow users with read access to the master records to edit junction records, the relationships should use Read/Write sharing.

https://trailhead.salesforce.com/content/learn/modules/data_modeling/object_relationships

✓ **B** Create owner-based sharing rules that give Read access to the master objects.
Correct as part of the configuration when the master-detail relationships are set to Read/Write. Sharing the master records with the selected users gives them inherited access to the junction records, including edit access when the relationship sharing setting permits it.

https://trailhead.salesforce.com/content/learn/modules/data_security/data_security_sharing_rules

✗ **C** Sat lookup filters on both Junction object relationship field.
Incorrect. Lookup filters restrict which records can be selected in a relationship field; they do not grant record-level read or edit access.

https://help.salesforce.com/s/articleView?id=sf.fields_lookup_filters.htm&type=5

✗ **D** Create an owner-based sharing rule that gives Road action to the junction object.
Incorrect. A junction object built with master-detail relationships inherits sharing from its master objects, and a Read access sharing rule would not grant edit access. Sharing rules should be configured on the master objects, with the relationship sharing settings determining access to the junction records.

https://trailhead.salesforce.com/content/learn/modules/data_security/data_security_sharing_rules

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Question 12

Single choice · Domain: D2 Data Modeling and Management › Configure a custom field so it is not automatically added to existing custom report types

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?

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: D. Deselect auto add to custom report type.

Explanation

This question tests the ability to control how a newly created custom field is included in custom report types. The relevant setting is the option to automatically add the field to custom report types during field setup.

✗ **A** Remove the new field from all page layouts.
Incorrect. Removing a field from page layouts controls whether users see or edit the field on record pages; it does not control whether the field appears in custom report types.
https://help.salesforce.com/s/articleView?id=sf.customize_layoutoverview.htm&type=5

✗ **B** Remove visibility to all report profiles.
Incorrect. Salesforce does not use report profiles to control whether a field is automatically added to custom report types. Field-level security and report type configuration are separate controls.
https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

✗ **C** Grant read-only access to all report profiles.
Incorrect. Read-only access does not determine whether a field is included in a custom report type, and report profiles are not the mechanism for configuring custom report type fields.
https://help.salesforce.com/s/articleView?id=sf.reports_custom.htm&type=5

✓ **D** Deselect auto add to custom report type.
Correct. When creating the custom field, deselecting the option to automatically add the field to custom report types prevents the field from being added automatically to pre-existing custom report types.
https://help.salesforce.com/s/articleView?id=sf.reports_custom.htm&type=5

Question 13

Single choice · Domain: D2 Data Modeling and Management › Configure field-level security to control field visibility by profile

At Ursa Solar Major, only users with the Outer Planets profile need to see the Jupiter field on the Solar System object.

How should the app builder satisfy this requirement?

A. Classic encryption
B. Filtered view
C. Field-level security
D. Sharing rules

Answer: C. Field-level security

Explanation

This question tests the ability to restrict visibility of a specific field for users assigned to particular profiles. Field-level security is the Salesforce mechanism for controlling whether users can view or edit an object field.

✗ **A** Classic encryption
Incorrect. Classic encryption protects the contents of supported fields, but it does not determine which profiles can see a field. Field-level security controls field visibility.
https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

✗ **B** Filtered view
Incorrect. A filtered view controls which records are displayed in a list view; it does not control visibility of an individual field for users with a specific profile.
https://help.salesforce.com/s/articleView?id=sf.customviews.htm&type=5

✓ **C** Field-level security
Correct. Field-level security can make the Jupiter field visible only to users whose profile has read access to that field, while keeping it hidden from other profiles.
https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

✗ **D** Sharing rules
Incorrect. Sharing rules grant record-level access to users or groups; they do not control access to individual fields.
https://help.salesforce.com/s/articleView?id=sf.security_sharing_rules.htm&type=5

Question 14

Single choice · Domain: D2 Data Modeling and Management › Select the appropriate Salesforce data import tool to prevent duplicate lead records

The sales team receives a list of approximately 800 leads each morning from the marketing team.

The marketing team does not know if any of the leads are currently in the pipeline and sends the entire list each morning.

Which tool should be used to import these leads into Salesforce while preventing the duplicates from being inserted?

A. Dataloaderio
B. Data Import Wizard
C. Data Loader
D. Manual entry

Answer: B. Data Import Wizard

Explanation

This question tests the ability to choose a data management tool based on import volume and duplicate-prevention requirements. The Data Import Wizard supports lead imports and matching criteria that can prevent duplicate records.

✗ **A** Dataloaderio
Incorrect. Although dataloader.io can import Salesforce data, the standard tool expected for this requirement is the Data Import Wizard, which provides supported matching options for preventing duplicate leads during import.

https://help.salesforce.com/s/articleView?id=sf.data_import_wizard.htm&type=5

✓ **B** Data Import Wizard
Correct. The Data Import Wizard supports importing leads and allows matching existing records so that duplicate leads are not inserted. An import of approximately 800 leads is within its supported volume.

https://help.salesforce.com/s/articleView?id=sf.data_import_wizard.htm&type=5

✗ **C** Data Loader
Incorrect. Data Loader is designed for larger-volume insert, update, upsert, and delete operations, but it does not automatically prevent duplicate leads merely by performing an insert. Additional matching or external-ID logic would be required.

https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5

✗ **D** Manual entry
Incorrect. Manually entering approximately 800 leads is inefficient and does not provide a practical, controlled process for matching the incoming records against existing leads.

https://help.salesforce.com/s/articleView?id=sf.data_import_wizard.htm&type=5

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Question 15

Single choice · Domain: D2 Data Modeling and Management › Identify the capabilities and limitations of Schema Builder when configuring fields and relationships

What is one limitation of using schema builder when creating a field?

A. Cannot create formula fields.
B. Cannot see existing relationships between objects.
C. Cannot add fields to page layouts.
D. Cannot create lookup relationships.

Answer: A. Cannot create formula fields.

Explanation

This question tests knowledge of which field types and relationship configurations can be created in Schema Builder. It specifically focuses on recognizing that formula fields are not supported for creation in Schema Builder.

✓ **A** Cannot create formula fields.
Correct. Schema Builder supports creating many custom fields, but formula fields are not among the field types that can be created there.
https://trailhead.salesforce.com/content/learn/modules/data_modeling/schema_builder

✗ **B** Cannot see existing relationships between objects.
Incorrect. A primary purpose of Schema Builder is to provide a visual representation of objects and their existing relationships.
https://trailhead.salesforce.com/content/learn/modules/data_modeling/schema_builder

✗ **C** Cannot add fields to page layouts.
Incorrect. Fields created through Schema Builder can be added to the relevant page layouts as part of the configuration process.
https://trailhead.salesforce.com/content/learn/modules/data_modeling/schema_builder

✗ **D** Cannot create lookup relationships.
Incorrect. Schema Builder supports creating relationships between objects, including lookup relationships.
https://trailhead.salesforce.com/content/learn/modules/data_modeling/schema_builder

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Question 16

Single choice · Domain: D2 Data Modeling and Management › Select the appropriate Salesforce field type for capturing geographic coordinates

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?

A. Number
B. Geolocation
C. Reference
D. External Lookup

Answer: B. Geolocation

Explanation

This question tests the ability to choose a field type that stores the latitude and longitude of customer-provided crossroads or location markers.

✗ **A** Number
Incorrect. A Number field stores only a single numeric value and cannot natively represent a geographic location as latitude and longitude coordinates.

https://developer.salesforce.com/docs/atlas.en-us.object_reference.meta/object_reference/field_types.htm

✓ **B** Geolocation
Correct. A Geolocation field is designed to store a location using latitude and longitude, making it appropriate for crossroads or other location markers.

https://developer.salesforce.com/docs/atlas.en-us.object_reference.meta/object_reference/field_types.htm

✗ **C** Reference
Incorrect. A reference or lookup relationship links the record to another Salesforce record; it does not directly capture geographic coordinates.

https://developer.salesforce.com/docs/atlas.en-us.object_reference.meta/object_reference/field_types.htm

✗ **D** External Lookup
Incorrect. An External Lookup relationship links a Salesforce record to an external object and is not intended for storing location coordinates.

https://developer.salesforce.com/docs/atlas.en-us.object_reference.meta/object_reference/field_types.htm

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Question 17

Single choice · Domain: D3 Business Logic and Process Automation › Determine the record-editing behavior when a record is submitted for approval

A Cloud Kicks employee submitted an opportunity for approval by their manager.

What will happen if the employee attempts to edit the description field after submission?

A. User will be presented with a 'Record Lock' notification.
B. User will be able to edit the description field only.
C. User will be able to edit the name, but unable to edit the description.
D. User will see the record is now owned by their manager.

Answer: A. User will be presented with a 'Record Lock' notification.

Explanation

This question tests understanding of how Salesforce approval processes lock records upon submission and restrict editing by the submitting user.

✓ **A** User will be presented with a 'Record Lock' notification.
Correct. By default, Salesforce locks a record when it is submitted for approval, preventing the submitting user from editing it and displaying a record-lock notification.
https://help.salesforce.com/s/articleView?id=sf.approvals.htm&type=5

✗ **B** User will be able to edit the description field only.
Incorrect. A record submitted for approval is locked by default, so the employee cannot edit only the description field unless the approval process's record-editability settings explicitly allow editing.
https://help.salesforce.com/s/articleView?id=sf.approvals.htm&type=5

✗ **C** User will be able to edit the name, but unable to edit the description.
Incorrect. Approval locking applies to the record rather than selectively allowing the employee to edit the name field.
https://help.salesforce.com/s/articleView?id=sf.approvals.htm&type=5

✗ **D** User will see the record is now owned by their manager.
Incorrect. Submitting a record for approval does not transfer ownership to the approver. The record remains owned by its existing owner while the approval process controls access and routing.
https://help.salesforce.com/s/articleView?id=sf.approvals.htm&type=5

Question 18

Single choice · Domain: D3 Business Logic and Process Automation › Use a guided screen flow on a record page to enforce a service process

Service Agents are required to confirm a user's identity before providing support information over the phone.

Which feature can an app builder use to help agents meet this requirement?

A. Guided Action Flows on the record page
B. Add Path to the top of the Case layout
C. Include Surveys as a Case related list
D. Case Validation Rules

Answer: A. Guided Action Flows on the record page

Explanation

This question tests selecting a declarative automation feature that guides service agents through an identity-confirmation process before they disclose support information.

✓ **A** Guided Action Flows on the record page
Correct. A guided screen flow placed on the Case record page can prompt the agent to complete identity-confirmation steps before providing support information.
https://trailhead.salesforce.com/content/learn/modules/flow-basics

✗ **B** Add Path to the top of the Case layout
Incorrect. Path provides visual guidance through stages and key fields, but it does not provide an interactive identity-confirmation process for a phone-support interaction.
https://trailhead.salesforce.com/content/learn/modules/path

✗ **C** Include Surveys as a Case related list
Incorrect. Surveys can collect feedback or responses, but adding a survey as a Case related list does not guide agents through confirming a user's identity before disclosing information.
https://trailhead.salesforce.com/content/learn/modules/salesforce-surveys-basics

✗ **D** Case Validation Rules
Incorrect. Validation rules enforce data-entry conditions when records are created or edited; they do not provide a guided, real-time identity-verification interaction for service agents on a phone call.
https://trailhead.salesforce.com/content/learn/modules/validation-rules

Question 19

Single choice · Domain: D3 Business Logic and Process Automation › Select the appropriate automation tool to update a related record when a Work Order meets criteria

Ursa Major Solar's service department gets requests for several types of services, such as installation, repair, and maintenance. Service managers need to be able to tell when maintenance was last done on an asset to help determine if they are meeting contract agreements, but the last maintenance date can be difficult to determine when there are many work orders related to the asset. They think it would be helpful to have a field auto-populated on the Asset record when a maintenance work order gets closed.

Which tool should an app builder recommend to help meet this requirement?

A. Einstein Next Best Action
B. Roll-up Summary
C. Apex Trigger
D. Flow

Answer: D. Flow

Explanation

This question tests the ability to choose declarative automation that updates an Asset when a related maintenance Work Order is closed. A record-triggered Flow can evaluate the Work Order criteria and update the related Asset without custom code.

✗ **A** Einstein Next Best Action
Incorrect. Einstein Next Best Action recommends actions or offers to users and is not the appropriate tool for automatically updating an Asset field when a Work Order is closed.

https://help.salesforce.com/s/articleView?id=sf.na_overview.htm&type=5

✗ **B** Roll-up Summary
Incorrect. A roll-up summary field summarizes related records in a supported master-detail relationship; it is not the best choice for conditionally populating a date field on the Asset when a maintenance Work Order is closed.

https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

✗ **C** Apex Trigger
Incorrect. An Apex trigger could implement the requirement, but custom code is unnecessary when a record-triggered Flow can update the related Asset declaratively.

https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_triggers.htm

✓ **D** Flow
Correct. A record-triggered Flow can run when a Work Order is updated to Closed, verify that it is a maintenance work order, and update the related Asset's last maintenance date.

https://help.salesforce.com/s/articleView?id=sf.flow_build.htm&type=5

Question 20

Multiple choice · Domain: D3 Business Logic and Process Automation › Identify supported approval process action types

Cloud Kicks wants to set up a new opportunity approval process and execute various action items based on the initial submission.

Which three action types should an app builder use in the approval process?

A. Outbound Message
B. Invocable Flow
C. Task
D. Email Alert
E. Decision Element

Answer

- A. **Outbound Message**
- C. **Task**
- D. **Email Alert**

Explanation

This question tests the ability to select the actions that an approval process can execute when a record is initially submitted for approval.

✓ **A** Outbound Message
Correct. An approval process can send an outbound message as an automated action during initial submission.
https://help.salesforce.com/s/articleView?id=sf.approval_process_considerations.htm&type=5

✗ **B** Invocable Flow
Incorrect. Invocable Flow is not one of the standard action types available for approval process initial submission actions in this question.
https://help.salesforce.com/s/articleView?id=sf.approval_process_considerations.htm&type=5

✓ **C** Task
Correct. An approval process can create a task as an automated action when a record is submitted.
https://help.salesforce.com/s/articleView?id=sf.approval_process_considerations.htm&type=5

✓ **D** Email Alert
Correct. An email alert can be configured as an automated approval process action for initial submission.
https://help.salesforce.com/s/articleView?id=sf.approval_process_considerations.htm&type=5

✗ **E** Decision Element
Incorrect. A Decision element is a Flow Builder element, not an approval process action type.
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_decision.htm&type=5

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Question 21

Single choice · Domain: D3 Business Logic and Process Automation › Select the appropriate automation tool to delete records when a business condition is met

Sales reps at Universal Containers create multiple quotes per opportunity.

Which automation tool should an app builder recommend to delete rejected quotes?

A. Validation rule
B. Einstein Next Best Action
C. Approval process
D. Flow

Answer: D. Flow

Explanation

This question tests the ability to choose the Salesforce automation tool that can evaluate a quote's status and perform a record deletion. A flow can execute record-triggered actions, including deleting records, whereas the other tools do not provide this capability.

✗ **A** Validation rule
Incorrect. Validation rules evaluate field values and prevent records from being saved when criteria are not met; they do not delete existing records.

https://help.salesforce.com/s/articleView?id=sf.customize_validation.htm&type=5

✗ **B** Einstein Next Best Action
Incorrect. Einstein Next Best Action presents recommendations and actions to users; it is not the appropriate automation tool for deleting rejected quote records.

https://help.salesforce.com/s/articleView?id=sf.concept_next_best_action.htm&type=5

✗ **C** Approval process
Incorrect. An approval process automates submission, approval, rejection, and related actions, but it is not the recommended tool for deleting rejected quotes. Record-triggered flow is designed to automate record changes and actions based on conditions.

https://help.salesforce.com/s/articleView?id=sf.approvals.htm&type=5

✓ **D** Flow
Correct. A record-triggered flow can detect when a quote is rejected and use a Delete Records element to delete the quote.

https://help.salesforce.com/s/articleView?id=sf.flow.htm&type=5

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Question 22

Single choice · Domain: D3 Business Logic and Process Automation › Create a checkbox formula field using picklist evaluation and date arithmetic

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(ISPICKVAL(StageName, 'Negotiation/Review'), CloseDate - 7 < TODAY())
B. AND(StageName = "Negotiation/Review", CloseDate - 7 < TODAY())
C. AND(StageName = 'Negotiation/Review', CloseDate - DAY(7) < TODAY())
D. AND(ISPICKVAL(StageName, 'Negotiation/Review'), CloseDate - DAY(7) < TODAY())

Answer: A. AND(ISPICKVAL(StageName, 'Negotiation/Review'), CloseDate - 7 < TODAY())

Explanation

This question tests the ability to build a formula that evaluates a picklist value and compares a date using Salesforce formula functions and date arithmetic.

✓ **A** AND(ISPICKVAL(StageName, 'Negotiation/Review'), CloseDate - 7 < TODAY())
Correct. ISPICKVAL evaluates the Opportunity picklist value, and subtracting 7 from a date represents a seven-day offset. The comparison returns TRUE when the close date is within the specified one-week threshold.

https://help.salesforce.com/s/articleView?id=sf.customize_functions.htm&type=5

✗ **B** AND(StageName = "Negotiation/Review", CloseDate - 7 < TODAY())
Incorrect. StageName is a picklist field and should be evaluated with ISPICKVAL rather than compared directly to text.

https://help.salesforce.com/s/articleView?id=sf.customize_functions.htm&type=5

✗ **C** AND(StageName = 'Negotiation/Review', CloseDate - DAY(7) < TODAY())
Incorrect. This directly compares a picklist to text, and DAY() expects a date value, not the number 7. Date arithmetic can subtract the number of days directly.

https://help.salesforce.com/s/articleView?id=sf.customize_functions.htm&type=5

✗ **D** AND(ISPICKVAL(StageName, 'Negotiation/Review'), CloseDate - DAY(7) < TODAY())
Incorrect. Although ISPICKVAL is appropriate for StageName, DAY(7) is invalid because DAY() extracts the day component from a date; it does not represent seven days.

https://help.salesforce.com/s/articleView?id=sf.customize_functions.htm&type=5

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Question 23

Multiple choice · Domain: D3 Business Logic and Process Automation › Select automation and approval mechanisms to route opportunity changes for managerial review

At Cloud Kicks, when an opportunity close date is delayed by more than 60 days, the manager and the VP of Sales want to review the change.

Which two solutions will meet the requirement?

A. Build a validation rule that does not allow a user to save the opportunity record.

B. Create a flow that submits the record for an approval process.

C. Build an approval process that requires unanimous approval from the manager and VP of Sales.

D. Create a formula field that calculates if the close date is less than 60 days and then send an email alert.

Answer

- B. **Create a flow that submits the record for an approval process.**
- C. **Build an approval process that requires unanimous approval from the manager and VP of Sales.**

Explanation

This question tests the ability to use Flow and Approval Processes to detect a significant close-date change and route the opportunity to the manager and VP of Sales for review.

✗ **A** Build a validation rule that does not allow a user to save the opportunity record.
Incorrect. A validation rule can prevent the opportunity from being saved, but it does not route the change to the manager and VP of Sales for review.

https://help.salesforce.com/s/articleView?id=sf.customize_validationrules.htm&type=5

✓ **B** Create a flow that submits the record for an approval process.
Correct. A record-triggered Flow can evaluate whether the close date has been delayed by more than 60 days and submit the opportunity for approval, providing the required review process.

https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_actions.htm&type=5

✓ **C** Build an approval process that requires unanimous approval from the manager and VP of Sales.
Correct. An approval process can route the opportunity to both required approvers and require approval from all designated approvers before the change is accepted.

https://help.salesforce.com/s/articleView?id=sf.approvals_creating.htm&type=5

✗ **D** Create a formula field that calculates if the close date is less than 60 days and then send an email alert.
Incorrect. The condition is stated incorrectly: the requirement is a delay of more than 60 days. In addition, a formula field and email alert provide notification but do not create the required review by both the manager and VP of Sales.

https://help.salesforce.com/s/articleView?id=sf.customize_formulas.htm&type=5

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Question 24

Single choice · Domain: D3 Business Logic and Process Automation › Create a Contact validation rule that conditionally requires a field based on a related Account field

The Universal Containers data manager has been complaining about the lack of data integrity on Contact records.

Sales reps have not been filling out the Region field. The data manager wants the Region field filled out only for Contacts that are associated to Accounts that have been marked as 'High Priority' on the Customer Status field.

What can the app builder do to fulfill this requirement?

A. Make the Region field required on Contact.
B. Create a validation rule on Contact.
C. Create 4 validation rule on Account.
D. Make the Customer Status field required or Account.

Answer: B. Create a validation rule on Contact.

Explanation

This question tests the ability to enforce conditional data integrity with a validation rule on Contact. The rule can reference the related Account's Customer Status and require Region only when that status is High Priority.

✗ **A** Make the Region field required on Contact.
Incorrect. Making Region universally required would also require it for Contacts whose associated Accounts are not marked High Priority, so it does not satisfy the conditional requirement.
https://trailhead.salesforce.com/content/learn/modules/point_click_business_logic/validation-rules

✓ **B** Create a validation rule on Contact.
Correct. A Contact validation rule can check the related Account's Customer Status and return an error when the status is High Priority and Region is blank.
https://trailhead.salesforce.com/content/learn/modules/point_click_business_logic/validation-rules

✗ **C** Create 4 validation rule on Account.
Incorrect. An Account validation rule validates the Account record and cannot directly require a field on related Contact records. The validation rule must be created on Contact.
https://trailhead.salesforce.com/content/learn/modules/point_click_business_logic/validation-rules

✗ **D** Make the Customer Status field required or Account.
Incorrect. Requiring Customer Status on Account does not ensure that Contact Region is populated when the Account is High Priority. A Contact validation rule is needed to enforce the relationship between the two fields.
https://trailhead.salesforce.com/content/learn/modules/point_click_business_logic/validation-rules

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Question 25

Single choice · Domain: D3 Business Logic and Process Automation › Evaluate date and picklist values in an Opportunity formula field

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 -DAY (7) TODAY!)}
B. AND (ISPICKVAL (StageName, *Negotiation/Review '), CloneDate - 7 TODAY ())
C. AND (StageName = ' Negotiation/Review, CloseDate TODAY (1)
D. AND (ISPICKVAL (StageName, Negotiation/Review '). CloseDate DAY (7) TODAY (1)

Answer: B. AND (ISPICKVAL (StageName, *Negotiation/Review '), CloneDate - 7 TODAY ())

Explanation

This question tests the ability to construct a checkbox formula that evaluates an Opportunity stage and compares the Close Date with the current date. The supplied answer choices contain placeholders rather than the actual formulas, so the correct formula cannot be determined from the provided text.

✗ **A** AND (StageName Negotiation/Review " , closeDate -DAY (7) TODAY!)}
Cannot be validated because the choice contains a placeholder instead of a formula. A valid solution would need to test StageName for Negotiation/Review and compare CloseDate with TODAY() plus seven days.

https://help.salesforce.com/s/articleView?id=sf.customize_formulas.htm&type=5

✓ **B** AND (ISPICKVAL (StageName, *Negotiation/Review '), CloneDate - 7 TODAY ())
Cannot be validated because the choice contains a placeholder instead of a formula. The actual formula text is required to determine whether it correctly evaluates the stage and seven-day close-date conditions.

https://help.salesforce.com/s/articleView?id=sf.customize_formulas.htm&type=5

✗ **C** AND (StageName = ' Negotiation/Review, CloseDate TODAY (1)
Cannot be validated because the choice contains a placeholder instead of a formula. Without the formula, it is not possible to confirm the use of the appropriate picklist comparison and date arithmetic.

https://help.salesforce.com/s/articleView?id=sf.customize_formulas.htm&type=5

✗ **D** AND (ISPICKVAL (StageName, Negotiation/Review '). CloseDate DAY (7) TODAY (1)
Cannot be validated because the choice contains a placeholder instead of a formula. The supplied text does not identify a formula that can be evaluated against the requirements.

https://help.salesforce.com/s/articleView?id=sf.customize_formulas.htm&type=5

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Question 26

Multiple choice · Domain: D3 Business Logic and Process Automation › Configure field-change tracking and automated Chatter notifications for Opportunity updates

Sales Managers want to be automatically notified any time there is a change to an Opportunity Close Date and want these changes to be tracked on the Opportunity.

Which two configurations should an app builder recommend?

A. Enable Feed Tracking on Opportunities.
B. Create an Opportunity outbound message.
C. Use a record-triggered flow on Opportunity and a Chatter post action.
D. Activate Historical Trending for Opportunities.

Answer

- A. **Enable Feed Tracking on Opportunities.**
- C. **Use a record-triggered flow on Opportunity and a Chatter post action.**

Explanation

This question tests the ability to combine Opportunity feed tracking with record-triggered automation so Close Date changes are both recorded and communicated to Sales Managers.

✓ **A** Enable Feed Tracking on Opportunities.
Correct. Opportunity feed tracking records tracked field changes, including changes to Close Date, in the Opportunity feed. Users who follow the record can receive feed updates.
https://help.salesforce.com/s/articleView?id=sf.feed_tracking.htm&type=5

✗ **B** Create an Opportunity outbound message.
Incorrect. An outbound message sends a SOAP notification to an external listener, but it does not provide the required Opportunity feed tracking or a Chatter notification for Sales Managers.
https://help.salesforce.com/s/articleView?id=sf.workflow_managing_outbound_messages.htm&type=5

✓ **C** Use a record-triggered flow on Opportunity and a Chatter post action.
Correct. A record-triggered flow can detect a change to the Opportunity Close Date and use a Chatter post action to automatically notify the intended users or group.
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_actions.htm&type=5

✗ **D** Activate Historical Trending for Opportunities.
Incorrect. Historical Trending preserves periodic historical snapshots for reporting and analysis; it does not provide an immediate notification whenever the Close Date changes.
https://help.salesforce.com/s/articleView?id=sf.analytics_trending.htm&type=5

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Question 27

Multiple choice · Domain: D3 Business Logic and Process Automation › Identify the Salesforce mobile app locations and notifications used to respond to approval requests

Cloud Kicks is implementing an approval process for opportunities that requires managers to approve all opportunities above $50,000 before they can be marked as Closed Won.

Which two delivery methods can a manager utilize to respond to approval requests in the Salesforce mobile app?

Choose 2 answers

A. Home Screen
B. In-App Notification
C. Record Detail
D. Navigation Menu

Answer

- B. **In-App Notification**
- D. **Navigation Menu**

Explanation

This question tests knowledge of how users access and act on approval requests in the Salesforce mobile app, including the Approvals item in the navigation menu and in-app notifications.

✗ **A** Home Screen
Incorrect. The Salesforce mobile app does not use the Home Screen as the standard approval-request response location described for approval processes. Approval requests are accessed through the Approvals navigation item or notifications.

https://help.salesforce.com/s/articleView?id=sf.approvals.htm&type=5

✓ **B** In-App Notification
Correct. Managers can receive an in-app notification for an approval request and open it to review and respond.

https://help.salesforce.com/s/articleView?id=sf.notifications.htm&type=5

✗ **C** Record Detail
Incorrect. The record detail page is not one of the standard Salesforce mobile app delivery methods for responding to approval requests.

https://help.salesforce.com/s/articleView?id=sf.approvals.htm&type=5

✓ **D** Navigation Menu
Correct. A manager can open the Approvals item from the Salesforce mobile app navigation menu to review and respond to pending approval requests.

https://help.salesforce.com/s/articleView?id=sf.approvals.htm&type=5

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Question 28

Single choice · Domain: D4 User Interface › Identify the capabilities granted to customers invited to Chatter groups

Universal Containers wants to collaborate with its customers within Salesforce and has decided to enable the Allow Customer Invitations in the Chatter settings.

Which permission is granted to customers when invited to a Chatter group?

A. The ability to interact with members of their groups.
B. The ability to @mention accounts of which they are a contact.
C. The ability to invite members to groups of which they are a member.
D. The ability to request access to public groups.

Answer: A. The ability to interact with members of their groups.

Explanation

This question tests knowledge of Chatter customer invitations and the permissions available to external customers after they are invited to a group.

✓ **A** The ability to interact with members of their groups.
Correct. Customers invited to a Chatter group can interact with members of the groups to which they belong.

https://help.salesforce.com/s/articleView?id=sf.collab_groups_customer_invites.htm&type=5

✗ **B** The ability to @mention accounts of which they are a contact.
Incorrect. Customer group access does not grant the ability to @mention accounts of which the customer is a contact.

https://help.salesforce.com/s/articleView?id=sf.collab_groups_customer_invites.htm&type=5

✗ **C** The ability to invite members to groups of which they are a member.
Incorrect. Customers invited to Chatter groups cannot invite additional members to those groups.

https://help.salesforce.com/s/articleView?id=sf.collab_groups_customer_invites.htm&type=5

✗ **D** The ability to request access to public groups.
Incorrect. Customer invitations provide access to the specific Chatter group and do not grant customers the ability to request access to public groups.

https://help.salesforce.com/s/articleView?id=sf.collab_groups_customer_invites.htm&type=5

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Question 29

Single choice · Domain: D4 User Interface › Select the appropriate Lightning record page component for displaying key record fields

Cloud Kicks wants to display 12 key fields at once in a separate section at the top of opportunity records on the desktop.

Which component should an app builder add to the record page to enable this functionality?

A. Dynamic Highlights Panel
B. Path
C. Custom Lightning Web Component
D. Accordion

Answer: A. Dynamic Highlights Panel

Explanation

This question tests the ability to choose the record page component that presents important fields prominently at the top of a record. The Highlights Panel is designed for displaying key fields from the record's compact layout.

✓ **A** Dynamic Highlights Panel
The standard Highlights Panel shows up to the first 7 fields on desktop, whereas Salesforce's Dynamic Highlights Panel can contain up to 12 key fields, which directly meets the requirement to show 12 fields at once.

https://help.salesforce.com/s/articleView?id=platform.dynamic_highlights_panel.htm&language=en_US&type=5
https://help.salesforce.com/s/articleView?id=sf.lightning_page_components.htm&language=en_US&type=5

✗ **B** Path
Incorrect. Path is used to guide users through stages or steps in a business process; it is not intended to display a group of key fields at the top of an opportunity record.

https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type=5

✗ **C** Custom Lightning Web Component
Incorrect. A custom Lightning Web Component could be developed for this purpose, but it is unnecessary because the standard Highlights Panel provides the required functionality.

https://developer.salesforce.com/docs/platform/lwc/guide/get-started-intro

✗ **D** Accordion
Incorrect. An Accordion organizes content into expandable and collapsible sections, but it is not the standard component for presenting key record fields prominently at the top of a record page.

https://developer.salesforce.com/docs/platform/lightning-component-reference/guide/lightning-accordion.html

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Question 30

Single choice · Domain: D4 User Interface › Recommend Salesforce mobile contact import to capture contact data from a user's device

A sales manager has noticed that reps continue to input contacts directly in their phone instead of adding them to Salesforce.

What should an app builder recommend to ensure the data makes it into Salesforce?

A. Enable in-app notifications every time a contact is created.
B. Allow Salesforce to import Contacts from mobile device Contact lists.
C. Enable offline create, edit, and delete in Salesforce for Android and iOS.
D. Allow users to relate a contact to multiple accounts.

Answer: B. Allow Salesforce to import Contacts from mobile device Contact lists.

Explanation

This question tests selecting a Salesforce mobile capability that reduces duplicate data entry by allowing users to bring contacts from their device contact list into Salesforce.

✗ **A** Enable in-app notifications every time a contact is created.
Incorrect. Notifications inform users after a contact is created but do not capture contacts that remain only in the device's contact list.

https://help.salesforce.com/s/articleView?id=sf.contacts_import.htm&type=5

✓ **B** Allow Salesforce to import Contacts from mobile device Contact lists.
Correct. Importing contacts from a mobile device's contact list directly addresses the manager's problem and helps ensure those contacts are added to Salesforce.

https://help.salesforce.com/s/articleView?id=sf.contacts_import.htm&type=5

✗ **C** Enable offline create, edit, and delete in Salesforce for Android and iOS.
Incorrect. Offline record access supports work in Salesforce when connectivity is unavailable, but it does not import contacts that reps created in the phone's native contact list.

https://help.salesforce.com/s/articleView?id=sf.salesforce1_mobile_app.htm&type=5

✗ **D** Allow users to relate a contact to multiple accounts.
Incorrect. Relating a contact to multiple accounts addresses account-contact relationships after the contact exists in Salesforce; it does not capture contacts from a mobile device.

https://help.salesforce.com/s/articleView?id=sf.contacts_import.htm&type=5

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Question 31

Single choice · Domain: D4 User Interface › Configure page layouts and record types to control field editability for different users and record states

Universal Container's sales reps can modify fields on an opportunity until it is closed.

The sales operations team has access to modify the Post-Close Follow-up Date and Post-Close Follow-up Comments fields after the opportunity is closed. After the opportunity is closed, the rest of the fields are read only.

How should these requirements be met?

A. Use record types with field sets and restrict editing fields using field-level security.
B. Use field-level security on page layouts to restrict editing fields.
C. Use field-level security on page layouts with record types to restrict editing fields,
D. Use field-level security to mark fields as read-only on the Sales profile.

Answer: C. Use field-level security on page layouts with record types to restrict editing fields,

Explanation

This question tests selecting page layout and record type assignments to present different editable and read-only field configurations to sales representatives and sales operations users.

✗ **A** Use record types with field sets and restrict editing fields using field-level security.
Incorrect. Field sets do not control whether fields are editable, and field-level security applies at the field and user-permission level rather than providing the required page-layout-specific behavior.

https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

✗ **B** Use field-level security on page layouts to restrict editing fields.
Incorrect. Field-level security is not configured on page layouts, and this option does not provide different layouts for the relevant record types and user groups. Page layouts control field properties such as read-only status, while field-level security controls field visibility and access.

https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

✓ **C** Use field-level security on page layouts with record types to restrict editing fields,
Correct. Use page layout field properties to make fields read-only and assign the appropriate layouts through record types and profiles so that open and closed opportunities, and sales representatives versus sales operations users, receive the required editability. Strictly, field-level security and page layout settings are separate controls.

https://help.salesforce.com/s/articleView?id=sf.admin_assignrecordtypetoprofile.htm&type=5

✗ **D** Use field-level security to mark fields as read-only on the Sales profile.
Incorrect. Making fields read-only through field-level security on the Sales profile would restrict sales representatives regardless of whether the opportunity is open or closed, and it would not provide the required conditional access for sales operations.

https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

Question 32

Multiple choice · Domain: D4 User Interface › Identify standard component types available in Lightning App Builder

Which three standard component types are available in the Lightning App Builder?

Choose 3 answers

A. Plain text
B. Rich text
C. Filter list
D. Report details
E. Recent items

Answer

- B. **Rich text**
- C. **Filter list**
- E. **Recent items**

Explanation

This question tests the ability to recognize standard components that can be placed on Lightning pages using Lightning App Builder.

✗ **A** Plain text
Incorrect. Lightning App Builder provides a Rich Text component rather than a separate Plain Text component.
https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder.htm&type=5

✓ **B** Rich text
Correct. Rich Text is a standard Lightning App Builder component that allows administrators to add formatted text and links to a Lightning page.
https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder.htm&type=5

✓ **C** Filter list
Correct. Filter List is a standard component available for configuring Lightning pages in Lightning App Builder.
https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder.htm&type=5

✗ **D** Report details
Incorrect. Report Details is not a standard Lightning App Builder component type. Report Chart is the standard report-related component.
https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder.htm&type=5

✓ **E** Recent items
Correct. Recent Items is a standard Lightning App Builder component that displays recently accessed records.
https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder.htm&type=5

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Question 33

Single choice · Domain: D4 User Interface › Configure a record page to display a Chatter feed for a custom object

An app builder at Universal Containers has been asked to add the Chatter feed to a custom object record page.

Which approach should the app builder use?

A. Add the standard Chatter feed component.
B. Add the standard related list component
C. Add a custom Chatter feed component
D. Add the Chatter feed component from the AppExchange.

Answer: A. Add the standard Chatter feed component.

Explanation

This question tests the ability to select and add the appropriate standard Lightning component to a custom object record page using the App Builder.

✓ **A** Add the standard Chatter feed component.
Correct. The standard Chatter component can be added to a Lightning record page to display the Chatter feed for the current record, including custom object records.

https://developer.salesforce.com/docs/platform/lightning-component-reference/guide/forceChatter:feed.html

✗ **B** Add the standard related list component
Incorrect. The Related List component displays related records, but it does not display the record's Chatter feed.

https://developer.salesforce.com/docs/platform/lightning-component-reference/guide/force-related-list.html

✗ **C** Add a custom Chatter feed component
Incorrect. A custom component is unnecessary because Salesforce provides a standard Chatter component that can be placed on the record page.

https://developer.salesforce.com/docs/platform/lightning-component-reference/guide/forceChatter:feed.html

✗ **D** Add the Chatter feed component from the AppExchange.
Incorrect. The required functionality is available through Salesforce's standard Chatter component, so an AppExchange component is not needed.

https://developer.salesforce.com/docs/platform/lightning-component-reference/guide/forceChatter:feed.html

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Question 34

Multiple choice · Domain: D4 User Interface › Select supported user-facing methods for launching Salesforce Flows

Which two features can be used to allow users to access Flows?

Choose 2 answers

A. Quick Action
B. Approval Process
C. Flow Launcher
D. Apex

Answer

- A. **Quick Action**
- C. **Flow Launcher**

Explanation

This question tests the ability to identify declarative features that expose active Flows to end users. Quick Actions and the Flow Launcher provide supported ways for users to start Flows.

✓ **A** Quick Action
Correct. A Flow Quick Action can expose a Flow to users from supported record pages and action menus.
https://help.salesforce.com/s/articleView?id=sf.flow_distribute.htm&type=5

✗ **B** Approval Process
Incorrect. An Approval Process manages approval submissions and approval actions; it is not a standard user-facing mechanism for launching a Flow.
https://help.salesforce.com/s/articleView?id=sf.approvals.htm&type=5

✓ **C** Flow Launcher
Correct. The Flow Launcher provides a way for users to access and run available active Flows.
https://help.salesforce.com/s/articleView?id=sf.flow_distribute.htm&type=5

✗ **D** Apex
Incorrect. Apex can invoke certain Flows programmatically, but it is not itself a standard end-user feature for providing direct access to a Flow.
https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_methods_system_flow.htm

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Question 35

Single choice · Domain: D4 User Interface › Configure and edit a Lightning app's utility bar in App Manager

Where can an app builder edit an existing app to add components to the utility bar?

A. App Menu
B. Lightning App Builder
C. App Manager
D. Lightning Record Page

Answer: C. App Manager

Explanation

This question tests the ability to identify where an existing Lightning app is edited to configure its utility bar and add utility components.

✗ **A** App Menu
Incorrect. The App Menu is used to access available apps, not to edit an app's utility bar configuration.
https://help.salesforce.com/s/articleView?id=sf.apps_lightning_create.htm&type=5

✗ **B** Lightning App Builder
Incorrect. Lightning App Builder is used to create and customize Lightning pages, whereas utility bar components for an existing app are configured through App Manager.
https://help.salesforce.com/s/articleView?id=sf.apps_lightning_create.htm&type=5

✓ **C** App Manager
Correct. In Setup, App Manager allows an app builder to edit an existing Lightning app and configure its utility bar, including adding utility items or components.
https://help.salesforce.com/s/articleView?id=sf.apps_lightning_create.htm&type=5

✗ **D** Lightning Record Page
Incorrect. A Lightning Record Page controls the layout and components displayed on record pages; it does not configure the app-level utility bar.
https://help.salesforce.com/s/articleView?id=sf.apps_lightning_create.htm&type=5

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Question 36

Single choice · Domain: D4 User Interface › Select the appropriate Salesforce action for editing record fields from a mobile record feed

A business user wants a quick way to edit a record's status and enter a custom due date field from the record's feed in Salesforce Mobile App.

What should be used to accomplish this?

A. Custom action
B. Custom button
C. Custom quick access link
D. Custom URL formula Field

Answer: A. Custom action

Explanation

This question tests the ability to distinguish custom actions from buttons, links, and formula fields when providing users with a mobile-friendly way to update record fields.

✓ **A** Custom action
Correct. A custom action can present fields such as Status and a custom Due Date field for editing directly from the record feed and can be exposed in the Salesforce Mobile App.
https://help.salesforce.com/s/articleView?id=sf.actions_overview.htm&type=5

✗ **B** Custom button
Incorrect. Custom buttons generally navigate to a URL or invoke an action, but they are not the appropriate declarative mechanism for presenting editable record fields in the mobile feed.
https://help.salesforce.com/s/articleView?id=sf.actions_overview.htm&type=5

✗ **C** Custom quick access link
Incorrect. A quick access link provides navigation access but does not provide a form for updating the record's Status and Due Date fields from the feed.
https://help.salesforce.com/s/articleView?id=sf.actions_overview.htm&type=5

✗ **D** Custom URL formula Field
Incorrect. A URL formula field displays a calculated hyperlink; it does not provide the mobile feed action interface needed to edit record fields.
https://help.salesforce.com/s/articleView?id=sf.actions_overview.htm&type=5

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Question 37

Single choice · Domain: D4 User Interface › Configure and troubleshoot mobile app navigation menu items

An app builder wanes to show Groups as the last navigation menu item in the mobile app. However, (he app builder is unable to select Groups as one of the items on the drop-down menu.

What could cause this?

A. Groups is available in the recent section of the navigation menu.
B. Groups is included m the Smart Search items butunavailable on the navigation menu.
C. Groups is unavailable in the selected list for the navigation menu.
D. Groups is available in the Chatter section of the navigation menu.

Answer: D. Groups is available in the Chatter section of the navigation menu.

Explanation

This question tests the ability to identify why a standard navigation item cannot be added to the Salesforce mobile app menu when it is already exposed through another navigation area.

✗ **A** Groups is available in the recent section of the navigation menu.
Incorrect. Availability of Groups through the Recent section does not by itself prevent Groups from being selected as a navigation menu item.

https://help.salesforce.com/s/articleView?id=sf.lex_app_nav_menu.htm&type=5

✗ **B** Groups is included m the Smart Search items butunavailable on the navigation menu.
Incorrect. Inclusion in Smart Search does not explain why Groups cannot be selected as a separate navigation item.

https://help.salesforce.com/s/articleView?id=sf.lex_app_nav_menu.htm&type=5

✗ **C** Groups is unavailable in the selected list for the navigation menu.
Incorrect. This merely describes the symptom rather than identifying the configuration cause.

https://help.salesforce.com/s/articleView?id=sf.lex_app_nav_menu.htm&type=5

✓ **D** Groups is available in the Chatter section of the navigation menu.
Correct. Groups is already exposed through the Chatter area of the mobile navigation experience, so it may not be available for selection as a separate navigation menu item.

https://help.salesforce.com/s/articleView?id=sf.lex_app_nav_menu.htm&type=5

Question 38

Single choice · Domain: D5 App Deployment › Differentiate managed and unmanaged packages when selecting a maintainable AppExchange solution

An app builder needs a custom solution and is considering using either AppExchange or their local developer community. The app builder wants to minimize the need for manual maintenance.

What should the app builder consider?

A. An open-source custom development
B. An unmanaged package from AppExchange
C. An open-source unmanaged package
D. A managed package from AppExchange

Answer: D. A managed package from AppExchange

Explanation

This question tests the ability to select a package type that minimizes manual maintenance after installation. Managed packages support versioned upgrades from the package developer, whereas unmanaged solutions require the subscriber to maintain and update the components.

✗ **A** An open-source custom development
Incorrect. Custom open-source development requires the organization or community to maintain the code, resolve issues, and deliver updates manually. Salesforce packaging documentation explains the distinction between managed and unmanaged solutions.

https://developer.salesforce.com/docs/atlas.en-us.packagingGuide.meta/packagingGuide/packaging_intro.htm

✗ **B** An unmanaged package from AppExchange
Incorrect. Unmanaged packages are intended for distributing source components and do not provide the same upgrade and lifecycle-management capabilities as managed packages. The subscriber is responsible for maintaining the installed components.

https://developer.salesforce.com/docs/atlas.en-us.packagingGuide.meta/packagingGuide/packaging_intro.htm

✗ **C** An open-source unmanaged package
Incorrect. An open-source unmanaged package still requires manual maintenance because unmanaged package components can be modified in the subscriber organization and are not automatically upgraded by a package provider.

https://developer.salesforce.com/docs/atlas.en-us.packagingGuide.meta/packagingGuide/packaging_intro.htm

✓ **D** A managed package from AppExchange
Correct. A managed package is designed for distributing and maintaining a packaged application, and the provider can release versioned upgrades for subscribers. This minimizes the app builder's need to perform manual maintenance.

https://developer.salesforce.com/docs/atlas.en-us.packagingGuide.meta/packagingGuide/packaging_intro.htm

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Question 39

Single choice · Domain: D5 App Deployment › Select the appropriate sandbox type for testing configuration and automation with a defined subset of production data

An app builder at Northern Trail Outfitters created a sandbox template for Accounts, Projects, and Project Milestones to reconfigure some flows for the project management app.

Which type of testing environment should the app builder create?

A. Developer Pro
B. Partial Copy
C. Developer
D. Scratch Org

Answer: B. Partial Copy

Explanation

This question tests the ability to choose a testing environment based on the need for a sandbox template containing selected objects and their data while reconfiguring flows.

✗ **A** Developer Pro
Incorrect. A Developer Pro sandbox is intended primarily for development and testing with configuration and limited data, but it is not the sandbox type that uses a sandbox template to select specific production objects and records.

https://help.salesforce.com/s/articleView?id=sf.data_sandbox_create.htm&type=5

✓ **B** Partial Copy
Correct. A Partial Copy sandbox supports a sandbox template that specifies which objects and related data to copy, making it appropriate for Accounts, Projects, and Project Milestones when testing flow changes.

https://help.salesforce.com/s/articleView?id=sf.data_sandbox_create.htm&type=5

✗ **C** Developer
Incorrect. A Developer sandbox is intended for development and testing of configuration and code with limited storage; it does not use a sandbox template to copy a selected subset of production data.

https://help.salesforce.com/s/articleView?id=sf.data_sandbox_create.htm&type=5

✗ **D** Scratch Org
Incorrect. A scratch org is a temporary, source-driven Salesforce environment created from a definition file, not a sandbox created from a sandbox template containing selected production objects and data.

https://developer.salesforce.com/docs/platform/scratch-orgs/guide/scratch-org-defining.html

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Question 40

Single choice · Domain: D5 App Deployment › Select and customize an AppExchange package based on managed or unmanaged packaging capabilities

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?

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

Explanation

This question tests the ability to choose an AppExchange solution that accelerates implementation while preserving the required level of customization. An unmanaged package is appropriate because its components can be modified after installation, including through programmatic development.

✗ **A** Work with a developer to create custom Apex code and a Lightning web component survey to meet the criteria,
Incorrect. Although Apex and Lightning web components could provide extensive customization, building the solution from scratch does not meet the requirement to deliver quickly when an existing AppExchange solution can accelerate development.

https://appexchange.salesforce.com/

✗ **B** Use Salesforce flow to build the survey declaratively to meet the criteria and send it to the customer as an email.
Incorrect. Flow can automate email delivery and declarative business processes, but this option does not provide the fastest way to obtain a fully customized survey solution compared with adapting an existing AppExchange package.

https://help.salesforce.com/s/articleView?id=sf.flow.htm&type=5

✗ **C** Choose a managed package from AppExchange that closely meets the requirements of the project, restricts programmatic development, but allows declarative development
Incorrect. Managed packages generally protect the provider's components and restrict direct modification, so they do not provide the full customization required when programmatic changes may be necessary.

https://trailhead.salesforce.com/content/learn/modules/appexchange_basics/appexchange_basics_packages

✓ **D** Choose an unmanaged package from Appexchange that closely meets the requirements of the project and allows programmatic development.
Correct. An unmanaged package can provide a starting solution quickly while allowing the subscriber to modify its components and extend them programmatically to meet custom requirements.

https://trailhead.salesforce.com/content/learn/modules/appexchange_basics/appexchange_basics_packages

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