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Question 1

Question Type: MultipleChoice

A customer service representative at Cloud Kicks wants to be able to collect information from customers using a prompts. Once the questions are completed, an email should be sent to the customer with a feedback form.

What should be used to accomplish this?

Options:

A) Einstein Next Best Action

B) Lightning Flow

C) Process Builder

D) Apex Trigger

Answer:

B

Question 2

Question Type: MultipleChoice

Which three field types should be referenced by a roll-up summary field using SUM? Choose 3 answers

Options:

A) Percent

B) Number

C) Date

D) Formula

E) Currency

Answer:

A, B, E

Question 3

Question Type: MultipleChoice

Users at Cloud Kicks provided feedback that the time card custom page layout has too many fields on it, and some fields are only needed if other fields are entered.

What should an app builder configure to help with this issue?

Options:

A) Dependent picklists

B) Separate page layouts

C) Lightning web components

D) Dynamic forms

Answer:

D

Question 4

Question Type: MultipleChoice

The VP of Sales at Cloud Kicks wants to have a set of screens to guide the inside sales team through collecting and updating data for leads. Once the leads are updated, the leads should be entered into a marketing journey activated by the sales rep checking the marketing checkbox.

How should the app builder accomplish this?

Options:

A) Process Builder

B) Lighting Flow

C) Workflow

D) Path

Answer:

B, D

Question 5

Question Type: **MultipleChoice**

Representatives at Cloud Kicks use Salesforce to record information for new Leads. When new prospects are added, an outbound message is sent to the data warehouse with the Lead's information.

Which automation tool should an app builder use to meet this requirement?

Options:

A) Create a workflow rule with an outbound message as the action.

B) Design an approval process that sends an outbound message.

C) Create a process using Process Builder to send an outbound message.

D) Use Lightning Flow to send an outbound message.

Answer:

A

Question 6

Question Type: MultipleChoice

Which two standard Lightning page components are available in the Lightning App Builder?

Choose 2 answers

Options:

A) Highlights Panel

B) Quick Text

C) Accordion

D) Path

Answer:

A, C

Question 7

Question Type: MultipleChoice

Universal Containers uses a private sharing model on Accounts. User A and User B both own Accounts of their own and have both been sent a new Account record in an email owned by User C to take a look at. User A is able to open and view the record but User B receives an insufficient privileges error. User A and User B have the same role in the Role Hierarchy as User C.

What are the three reasons User A has access but User 8 is unable to access the record?

Choose 3 answers

Options:

A) User A is in a Public Group that has access via a Sharing Rule

B) User A is on the same Account Team as User C

C) User A and User B have different profiles

D) User C has manually shared the record with user A

E) User A was granted an additional permission set

Answer:

A, B, D

Question 8

Question Type: **MultipleChoice**

What is the capability of schema Builder? Choose 2 Answers

Options:

A) Showing selected objects on the page.

B) Editing custom settings

C) Viewing page layout in a new window

D) Creating a new record type

Answer:

A, C

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