Free Salesforce CRT-403 Practice Questions

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Question 1

Question Type: MultipleChoice

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

Choose 3 answers

Options:

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

Answer:

B, D, E

Explanation:

In the Lightning App Builder, the following standard components can be used to enhance the functionality of Lightning pages:

B . Rich text: Allows the inclusion of formatted text, links, and images on a page.

D . Report details: Enables embedding of specific report details directly on a page.

E . Recent items: Displays a list of recently accessed items relevant to the user.

Steps to add these components:

Open the Lightning App Builder via Setup Edit Page or when creating a new Lightning page.

Drag and drop the Rich text, Report details, and Recent items components from the standard components section onto the page layout.

Configure each component as needed (e.g., selecting a specific report for the Report details component).

For more on using these components, refer to Salesforce's guide on Standard Lightning Components.

Question 2

Question Type: MultipleChoice

An app builder wants to create a formula field on an Account to include data from related Contacts but is unable to find the relationship in the formula editor.

What is a limitation of formulas that could be causing the issue?

Options:

A- Unable to reference the child records.
B- A master-detail relationship should be created.
C- Formula field limit reached on the Account object.
D- More than 5,000 characters in the formula.

Answer:

A

Explanation:

The app builder wants to create a formula field on an Account to include data from related Contacts but cannot find the relationship in the formula editor. This limitation occurs because formula fields in Salesforce cannot reference child records directly.

Option A (Unable to reference the child records): In Salesforce, formula fields can reference parent objects but not child objects. In this case, Contacts are child records of Accounts in a lookup relationship, and Account is the parent. This is why the formula editor does not provide access to the child records (Contacts) from the Account.

Option B (A master-detail relationship should be created): While master-detail relationships allow for roll-up summaries, creating a master-detail relationship is not applicable here since the standard Account-Contact relationship is a lookup, and changing it to master-detail is not possible.

Option C (Formula field limit reached on the Account object): This would limit the number of formulas but is not the root cause of the issue described.

Option D (More than 5,000 characters in the formula): This limit refers to formula field complexity, but it does not explain the inability to reference child records.

In summary, the limitation is due to Salesforce not allowing formula fields to reference child records.

Reference: Formula Field and Relationship Limits

Question 3

Question Type: MultipleChoice

Cloud Kicks (CK) wants to simultaneously delete a Supplier's record and all Supplier ltem__c records if a

partnership ends with a supplier.

What solution could an app builder use to meet the requirement?

Options:

A- Many-to-many
B- Indirect lookup
C- Hierarchical
D- Master-detail

Answer:

D

Explanation:

The solution that an app builder should use to meet this requirement is master-detail relationship. A master-detail relationship is a type of relationship that creates a parent-child relationship between two objects, where the child records inherit the sharing and security settings of their parent record. The app builder can create a master-detail relationship between Supplier__c and SupplierItem__c objects, where Supplier__c is the parent object and SupplierItem__c is the child object. This way, when a Supplier__c record is deleted, all related SupplierItem__c records are also deleted automatically. Option A is incorrect because many-to-many relationship is not suitable for this requirement, as many-to-many relationship allows two objects to be linked in both directions through a junction object, but does not support cascading delete. Option B is incorrect because indirect lookup relationship is not suitable for this requirement, as indirect lookup relationship allows an external object to link with another object using an external ID field, but does not support cascading delete. Option C is incorrect because hierarchical relationship is not suitable for this requirement, as hierarchical relationship allows users to use a lookup field that links an object with itself, but does not support cascading delete.

Question 4

Question Type: MultipleChoice

Universal Containers (UC) has several large customers that sell their products through dealers. UC identifies and works with a single individual at each customer and at each dealer. Separate bills are sent to each customer and each dealer. These details need to be stored in a format that clearly displays the business entities and their appropriate representatives.

How should an app builder Implement these regalements?

Options:

A- Create a single parent record, add each rep as a contact to the parent account and add each dealer as a child record.

B- Create both customer and dealer as accounts, create account teams on each account and associate the dealer records with the parent account.

C- Create a single account record, add each rep as a contact and create a custom dealer object.

D- Create both customer and dealer as accounts, add each rep as a contact on the corresponding account and create an account hierarchy.

Answer:

D

Explanation:

Creating both customer and dealer as accounts, adding each rep as a contact on the corresponding account, and creating an account hierarchy provides a clear organizational structure and relationship between the entities. References:

Salesforce Help - Account Hierarchies

Question 5

Question Type: MultipleChoice

A Service Coordinator (SC) for Ursa Major Solar (UMS) does a final review of work orders owned by a technician for a specific region before the records are submitted for an invoice. Beforeclosing out the work order, the SC needs to modify data or remove attachments that were added by mistake. The SC also needs access to any other related records owned by the technician.

What solution would provide the required access, given a private data model?

Options:

A- Give the SC a permission set with the Modify All Data system permission.
B- Put the SC in the role hierarchy above the technicians whose work orders they review.
C- Create a workflow rule that updates records owned by technicians in that regionwith the SC.
D- Change work order access on the SC's profile to 'Modify AIl.

Answer:

B

Explanation:

Putting the SC in the role hierarchy above the technicians whose work orders they review will provide the required access, given a private data model. The role hierarchy determines how users can access records they do not own. Users at any given role level can view, edit, and report on all data owned by or shared with users below them in the role hierarchy.

Question 6

Question Type: MultipleChoice

After universal containers converted qualified leads. Sales reps need to be able to report on converted leads. How should an app builder support for this requirement?

Options:

A- Enable preserve lead status in the lead conversion settings
B- Assign the representative view and edit converted leads permission
C- Ensure the representative has read access to the original lead records
D- Create a custom report type with converted leads as the primary object

Answer:

D

Explanation:

The solution that an app builder should use to meet this requirement is creating a custom report type with converted leads as the primary object. A custom report type is a template that defines the objects and fields that are available for a report. The app builder can create a custom report type that has converted leads as the primary object and includes fields from related objects, such as accounts, contacts, and opportunities. This way, sales reps can create reports on converted leads and see their related information. Option A is incorrect because enabling preserve lead status in the lead conversion settings does not affect the reporting on converted leads, but rather allows users to retain the original lead status after conversion. Option B is incorrect because assigning the representative view and edit converted leads permission does not affect the reporting on converted leads, but rather allows users to view and edit converted lead records. Option C is incorrect because ensuring the representative has read access to the original lead records does not affect the reporting on converted leads, but rather allows users to view the original lead records.

Question 7

Question Type: MultipleChoice

Cloud Kicks (CK) wants to set up a custom child object to track gift cards issued to a customer. A key requirement is to track the total number of gift cards opened and gift cards issued on an Account. CK wants to permanently ensure the gift cards are unable to be moved across any other Account once it is created.

On the gift card object, what type of field should be created to support this requirement?

Options:

A- Master-detail relationship
B- Roll-up summary
C- Formula
D- Lookup relationship

Answer:

A

Explanation:

The app builder should create a master-detail relationship field on the gift card object to support the requirement. A master-detail relationship field creates a parent-child relationship between two objects, where the master record controls certain behaviors of the detail record. In this case, the Account object would be the master and the gift card object would be the detail. By creating a master-detail relationship field, the app builder can meet these requirements:

Track the total number of gift cards opened and gift cards issued on an Account: This can be done by creating roll-up summary fields on the Account object that count or sum up the values from the gift card records related to each account.

Permanently ensure the gift cards are unable to be moved across any other Account once it is created: This can be done by making the master-detail relationship field required on the gift card object, which means that every gift card record must be associated with an account record and cannot be changed once set. Option B, C, and D are not types of fields that can support this requirement.

Question 8

Question Type: MultipleChoice

An app builder at Ursa Major Solar has been working on a new custom app in a sandbox that has been upgraded to the next major Salesforce version, and their production instance is still on the current Salesforce version. The development is complete and they are ready to deploy a change set.

What should the app builder consider when planning the deployment?

Options:

A- It will fall if there is a feature only available in the next version.
B- The change set components will be upgraded to the next version in production.
C- The change set will be automatically deployed when production is upgraded.
D- The deployment is not possible due to different versions.

Answer:

A

Explanation:

It will fail if there is a feature only available in the next version. According to theSalesforce documentation, ''If your sandbox is on a newer version than your production org, you can't deploy any components that are new in the sandbox version.'' The change set components will not be upgraded to the next version in production, the change set will not be automatically deployed when production is upgraded, and the deployment is possible if there are no new features involved.

Question 9

Question Type: MultipleChoice

Sales reps want the ability to see who can view their account records and how the people have access.

Which button should the app builder add to the Account page layout to enable this?

Options:

A- Sharing Hierarchy
B- New Task
C- Sharing
D- Fait

Answer:

C

Explanation:

The 'Sharing' button should be added to the Account page layout to allow sales reps to view the sharing details of an account record. This button enables users to see how access to the record is granted via roles, groups, and manual sharing.

A: Sharing Hierarchy provides a view of the role hierarchy but does not specifically detail record access.

B: New Task is unrelated to sharing visibility.

D: 'Fait' is not recognized in Salesforce context as a valid component or feature. Reference: Sharing an Account in Salesforce Help Documentation

Question 10

Question Type: MultipleChoice

Cloud Kicks (CK) wants to track orders against inventory, ensuring its ability to fulfill order requests. CK created a junction object called Request Inventory to enable many-to-many relationships with the Inventory and Order objects.

What does the app builder need to provide to ensure users can view Request Inventory records?

Options:

A- Read access to both master objects.
B- Apex-based sharing on the first master object.
C- Sharing rules on Request Inventory object.
D- Read access to the first master object.

Answer:

A

Explanation:

To view a junction object record, a user must have at least read access to both master objects.This is because the junction object inherits the sharing and security settings from both master objects