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Question 1

Question Type: MultipleChoice

Ursa Major Solar's legacy system has a quarterly accounts receivable report that compiles data from the following:

- Accounts
- Contacts
- Opportunities
- Orders
- Order Line Items

Which issue will an architect have when implementing this in Salesforce?

Options:

- A)** Custom report types CANNOT contain Opportunity data.
- B)** Salesforce does NOT support Orders or Order Line Items.
- C)** Salesforce does NOT allow more than four objects in a single report type.
- D)** A report CANNOT contain data from Accounts and Contacts.

Answer:

C

Question 2

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) has the following systems:

Customer master-source of truth for customer information

Service cloud-customer support

Marketing cloud-marketing support

Enterprise data warehouse---business reporting

The customer data is duplicated across all these system and are not kept in sync. Customers are also complaining that they get repeated marketing emails and have to call into update their information.

NTO is planning to implement master data management (MDM) solution across the enterprise.

Which three data will an MDM tool solve?

Choose 3 answers

Options:

- A) Data completeness
- B) Data loss and recovery
- C) Data duplication
- D) Data accuracy and quality
- E) Data standardization

Answer:

C, D, E

Question 3

Question Type: MultipleChoice

Universal Containers (UC) is in the process of migrating legacy inventory data from an enterprise resources planning (ERP) system into Sales Cloud with the following requirements:

Legacy inventory data will be stored in a custom child objects called Inventory_c.

Inventory data should be related to the standard Account object.

The Inventory_c object should inherit the same sharing rules as the Account object.

Anytime an Account record is deleted in Salesforce, the related Inventory_c record(s) should be deleted as well.

What type of relationship field should a data architect recommend in this scenario?

Options:

- A) Master-detail relationship filed on Account, related to Inventory_c
- B) Master-detail relationship filed on Inventory_c, related to Account
- C) Indirect lookup relationship field on Account, related to Inventory_c
- D) Lookup relationship fields on Inventory related to Account

Answer:

A

Question 4

Question Type: MultipleChoice

Universal Container has implemented Sales Cloud to manage patient and related health records. During a recent security audit of the system it was discovered that some standard and custom fields need to be encrypted.

Which solution should a data architect recommend to encrypt existing fields?

Options:

- A) Use Apex Crypto Class to encrypt customer and standard fields.
- B) Implement classic encryption to encrypt custom and standard fields.
- C) Implement Shield Platform Encryption to encrypt standard and custom fields.
- D) Export data out of Salesforce and encrypt custom and standard fields.

Answer:

C

Question 5

Question Type: MultipleChoice

Universal Containers (UC) is implementing Salesforce and will be using Salesforce to track customer complaints, provide white papers on products, and provide subscription based support.

Which license type will UC users need to fulfill UC's requirements?

Options:

- A) Sales Cloud License
- B) Lightning Platform Starter License
- C) Service Cloud License
- D) Salesforce License

Answer:

C

Question 6

Question Type: MultipleChoice

UC is building a salesforce application to track contacts and their respective conferences that they have attended with the following requirements:

1. Contacts will be stored in the standard contact object.
2. Conferences will be stored in a custom conference__c object.
3. Each contact may attend multiple conferences and each conference may be related to multiple contacts.

How should a data architect model the relationship between the contact and conference objects?

Options:

- A) Implement a Contact Conference junction object with master detail relationship to both contact and conference__c.
- B) Create a master detail relationship field on the Contact object.
- C) Create a master detail relationship field on the Conference object.
- D) Create a lookup relationship field on contact object.

Answer:

A

Question 7

Question Type: MultipleChoice

A large retail B2C customer wants to build a 360 view of its customer for its call center agents. The customer interaction is currently maintained in the following system: 1. Salesforce CRM

2. Custom billing solution

3. Customer Master Data management (MDM)

4. Contract Management system

5. Marketing solution

What should a data architect recommend that would help upgrade uniquely identify customer across multiple systems:

Options:

A) Store the salesforce id in all the solutions to identify the customer.

B) Create a custom object that will serve as a cross reference for the customer id.

C) Create a customer data base and use this id in all systems.

D) Create a custom field as external id to maintain the customer Id from the MDM solution.

Answer:

D

Question 8

Question Type: MultipleChoice

Universal Containers has 30 million case records. The Case object has 80 fields. Agents are reporting performance issues and time-outs while running case reports in the Salesforce org.

Which solution should a data architect recommend to improve reporting performance?

Options:

- A) Create a custom object to store aggregate data and run reports.
- B) Contact Salesforce support to enable skinny table for cases.
- C) Move data off of the platform and run reporting outside Salesforce, and give access to reports.
- D) Build reports using custom Lightning components.

Answer:

A

Question 9

Question Type: MultipleChoice

Universal Containers (UC) is implementing Salesforce and will be using Salesforce to track customer complaints, provide white papers on products, and provide subscription based support.

Which license type will UC users need to fulfill UC's requirements?

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- B) Lightning Platform Starter License
- C) Service Cloud License
- D) Salesforce License

Answer:

C

Question 10

Question Type: MultipleChoice

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Answer:

C

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