Free Questions for Platform-App-Builder

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Question 1

Question Type: MultipleChoice

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

Choose 2 answers

Options:

A- Quick Action

B- Approval Process

C- Flow Launcher

D- Apex

Answer:

A, C

Explanation:

To allow users access to Flows, Salesforce offers multiple integration points:

A . Quick Action: Flows can be initiated from record pages, the app utility bar, or global actions using Quick Actions. This allows users to execute flows relevant to specific records or global processes.

C . Flow Launcher: A component available in Lightning App Builder that enables users to start flows directly from a Lightning page.

Steps to set up these features:

For Quick Actions, navigate to Setup Object Manager select object Buttons, Links, and Actions New Action Action Type (Flow).

For Flow Launcher, navigate to Lightning App Builder select the page drag the Flow component to the desired section of the page configure it to launch the specific flow.

For more information on integrating Flows, check the Salesforce documentation on Flow Distribution.

Question 2

Question Type: MultipleChoice

A new field has been added to the Applicant object that is part of an unmanaged package. A recruiter ran the Position with or without Applicants report and noticed that the new field was missing as an option to add as a column.

How should an app builder troubleshoot this issue?

Options:

A- Adjust the field level security to include in the report type.

B- Check Allow Reports for the position and applicant objects.

C- Add the field to the custom report type field layout.

D- Update the profile with the Manage Public Reports permission.

Answer:

C

Explanation:

The app builder should add the field to the custom report type field layout to troubleshoot this issue. A custom report type is a type of report that defines which objects and fields are available for reporting. The app builder can customize which fields are included in each custom report type by editing its field layout. If a new field is added to an object that is part of an unmanaged package, it will not be automatically added to the custom report type field layout. The app builder needs to manually add it to make it available as an option to add as a column in reports based on that custom report type. Option A, B, and D are not steps that can troubleshoot this issue.

Question 3

Question Type: MultipleChoice

AW Computing has a custom object for service plans.

A service plan needs to be associated to one and only one contact. The support manager noticed if the wrong contact is associated, the reps are unable to change the contact. The app builder already confirmed the user has correct access to the field and there are no validations associated with the service plans.

What could be causing the issue?

Options:

A- The Read Only radio button, Allows users with at least Read access to the Master record to create, edit, or delete related Detail records, is selected.
B- The Allow reparenting checkbox, Child records can be reparented to other parent records after they are created, is unchecked.
C- The Read/Write radio button, Allows users with at least Read/Write access to the Master record to create, edit, or delete related Detail records, is selected.
D- The Allow reparenting checkbox, Child records can be reparented to other parent records after they are created, is checked.

Answer:

B

Explanation:

The issue described occurs due to the settings in the master-detail relationship. Specifically:

The Allow reparenting checkbox, Child records can be reparented to other parent records after they are created, is unchecked (B). This setting prevents changing the parent record (contact) of a child record (service plan) once it has been set. If 'Allow reparenting' is unchecked, it restricts the ability to change the associated contact, leading to the issue observed.

The other options do not directly address the inability to change the associated contact on a service plan record. The 'Read Only' and 'Read/Write' settings (A and C) pertain to access rights to the detail records based on the master record's access but do not affect the ability to reparent a record.

For a detailed understanding of master-detail relationships and their settings, including reparenting, see the Salesforce documentation on relationships:

Master-Detail Relationships:
https://help.salesforce.com/articleView?id=relationships_considerations.htm&type=5

Question 4

Question Type: MultipleChoice

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

Options:

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

Answer:

B, C

Explanation:

For managers to respond to approval requests for opportunities above $50,000 in the Salesforce mobile app:

B . In-App Notification: Managers receive notifications within the Salesforce mobile app when there is an approval request, allowing them to approve or reject directly from the notification.

C . Record Detail: Managers can access the approval request directly from the Opportunity's detail page in the mobile app, where they can review and respond to the request.

Steps to configure approval process notifications:

Navigate to Setup Approval Processes select the relevant approval process.

Ensure the process is active and configured to send notifications to approvers.

Managers need to have the Salesforce mobile app configured to receive notifications.

For best practices on managing approvals in Salesforce, see Approvals in Salesforce.

Question 5

Question Type: MultipleChoice

Universal Containers asked the app builder to ensure when an account type changes to 'Past-Customer' the contacts directly related to that account get an updated status of 'Re-Market'.

Which automation should the app builder use to accomplish this task?

Options:

A- Screen flow

B- Lightning component

C- Validation rule

D- Record triggered flow

Answer:

D

Explanation:

For automatically updating contact statuses when an account type changes:

D . Record triggered flow. This type of automation can monitor changes in account types and accordingly update related records, such as contacts.

Steps to implement:

Navigate to Setup Flows.

Create a new Flow and choose the record-triggered flow type.

Configure the flow to trigger when the Account record is updated to 'Past-Customer'.

Add an Update Records element to modify all related contacts, setting their status to 'Re-Market'.

Activate the flow.

This automation ensures that contact statuses are updated in real-time when their related account's type changes, maintaining data consistency and relevancy.

For more on record-triggered flows, check out Salesforce's Record-Triggered Flows documentation.

Question 6

Question Type: MultipleChoice

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?

Options:

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:

C

Explanation:

To ensure sales reps input contacts into Salesforce rather than their personal devices:

C . Enable offline create, edit, and delete in Salesforce for Android and iOS. This feature allows sales reps to enter contact information directly into the Salesforce Mobile App even when they are offline, which syncs back to Salesforce once connectivity is restored.

Steps to enable offline capabilities:

Navigate to Setup Mobile Administration Salesforce Mobile App Offline Settings.

Configure offline settings to allow for creating, editing, and deleting records.

Ensure that the Contact object is available for offline access.

This functionality encourages reps to use Salesforce directly by mitigating connectivity constraints.

For implementation details, refer to Salesforce Mobile App Offline.