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Topic Break Down

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QUESTION NO: 1

Cloud Kicks (CK) Is finding sales reps are Inconsistent in data entry when deals are won. CK requires that custom shoes are shipped within two weeks after the close date. A custom field called Scheduled Ship Date on the opportunity records the ship date.How should the app butler ensure this field is properly filed out before setting the opportunity to closed won?

A. OR(ISPICKVAL(StageName ,"Closed Won") && (Scheduled_Ship_Date_cCloseDate)>14,ISBLANK(Scheduled_Ship_Date_c))

B. OR(ISPICKVAL(StageName ="Closed Won") && (Scheduled_Ship_Date__c- CloseDate) > 14,ISBLANK(Scheduled_Ship_Date__c))

C. ISPICKVAL(StageName ,"Closed Won") && (Scheduled _Ship_Date_c-CloseDate) > 14

D. ISPICKVAL(StageName= CloseDate) > 14,losed Won") && (CloseDateScheduled_Ship_Date_c) >14

E. AND(ISPICKVAL(StageName, "Closed Won"), OR(ISBLANK(Scheduled_Ship_Date__c), Scheduled_Ship_Date__c - CloseDate > 14))

ANSWER: E

Explanation:

`AND(ISPICKVAL(StageName, "Closed Won"), OR(ISBLANK(Scheduled_Ship_Date__c), Scheduled_Ship_Date__c - CloseDate > 14))` is the appropriate validation-rule formula. A validation rule prevents a record from being saved whenever its formula evaluates to true. This formula applies the requirement specifically when an Opportunity is moved to the Closed Won stage. At that point, it blocks the save if Scheduled Ship Date has not been entered, ensuring the shipping commitment is captured before the sale can be finalized. It also blocks a date that is more than 14 days after Close Date, which enforces Cloud Kicks' two-week shipping requirement. The subtraction of two Date fields returns the number of days between them, so comparing that result to 14 directly expresses the permitted maximum interval. Grouping the blank-date and late-date checks inside `OR()`, then combining that result with the Closed Won stage check using `AND()`, ensures that the restriction is evaluated only for the relevant stage transition. Salesforce documents validation rules and formula operators in its administrator guidance: Validation Rules and Formula Operators and Functions.

QUESTION NO: 2

Which of these is true about the Lookup Relationship?

A. Security access of the child record is dependent upon the parent record.

B. Deleting an object deletes its children.

C. Roll-up Summary Field can be used to perform basic operations over all children of a parent record.

D. Parent is not a required field and may be omitted.

ANSWER: D

Explanation:

"Parent is not a required field and may be omitted." is true because a lookup relationship creates a flexible association between records without making the related parent record inherently mandatory. A child record can exist without a value in its lookup field, so users can save the child record before a parent is known or when no related parent applies. This is useful for business processes in which records must be created independently and linked later, such as capturing an initial case, contact activity, or custom transaction before its related record has been identified.

Salesforce describes lookup relationships as relationships that link two objects together and allow the relationship field to be optional. The lookup value can also be populated, changed, or cleared later when the user has the necessary field-level and record-level access. Administrators can apply additional configuration or validation appropriate to their organization's process, but the fundamental behavior of a lookup relationship is that the child's association to a parent is optional rather than intrinsically required. This provides a less restrictive data-modeling choice when independent record ownership and

lifecycle are needed. See Salesforce's relationship considerations documentation and the Salesforce data modeling Trailhead module.

QUESTION NO: 3

Which two objects can be members of a Campaign? (Choose two.)

A. Opportunity

B. Account

C. Lead

D. Contact

ANSWER: C D

Explanation:

Campaign members are the individual people or prospective people who have been added to a Salesforce campaign for tracking marketing engagement and outcomes. The standard objects that can be campaign members are **Lead** and **Contact**. When either record is added, Salesforce creates a Campaign Member record that links the person to the campaign and records a member status, such as Sent, Responded, or a custom status configured for that campaign. This relationship enables marketers and sales teams to track campaign participation, responses, and influence through the person's journey.

Leads represent prospective customers who have not yet been qualified or converted, so campaign membership supports early-stage marketing activity. Contacts represent people associated with accounts, allowing the same campaign tracking after a prospect is known as a customer or business contact. Salesforce also supports associating campaign members with existing leads and contacts through list views, reports, imports, and the campaign's related lists. For more information, see Salesforce's Campaign Members documentation and the CampaignMember object reference.

QUESTION NO: 4

DreamHouse Realty wants to track how many lifts are being installed into customer garages. The To Be Installed custom checkbox field on the custom Lift object should be checked and an external system should be notified via an outbound message the next day when a lift is sold.

What automation tool should be used to complete this task?

A. Workflow

B. Approval process

C. Flow

D. Process Builder

ANSWER: A

Explanation:

Workflow is the appropriate tool because a workflow rule can evaluate when a Lift record meets the "sold" criteria and then use a time-dependent workflow action scheduled for one day later. That scheduled action can update the *To Be Installed* checkbox through a workflow field update and send an outbound message to the external system. Outbound messages are a native workflow action designed to send Salesforce record data to an external endpoint using SOAP messaging. Salesforce retains time-dependent actions in its workflow queue until their scheduled execution time, allowing the field update and notification to occur the next day without custom code. This directly matches the requirements for criteria-based automation, delayed execution, a field update, and an outbound message. See Salesforce's Workflow Rules documentation and its Outbound Messaging documentation for details on these workflow capabilities.

QUESTION NO: 5

The previous administrator of Cloud Kicks' (CK) Salesforce Organization used text as the field type when creating new custom fields. CK's current roadmap requires a project that will clean this up during the Lightning migration.

Which three field types should be considered to keep better track of contact information fields? (Choose three.)

A. Email

B. Date

C. Time

D. Number

E. Phone

ANSWER: A B E

Explanation:

Email, **Date**, and **Phone** should be used instead of generic text when the stored value has that specific meaning. Salesforce's Email field type is designed for email addresses and provides email-oriented behavior, including clickable email links in the user interface. Phone fields present telephone values consistently and support click-to-dial behavior where it is configured, making the data more useful to users who work with contacts.

A Date field is appropriate for contact-related calendar values, such as a birth date or another important contact date. Unlike a text field, it enforces a date-oriented value, displays it according to the user's locale, and makes the value available to date formulas, validation, reporting, filtering, and date calculations. Choosing semantic field types improves data quality because Salesforce can validate, format, search, and process values according to their intended use rather than treating every value as an unrestricted character string.

When replacing legacy text fields, the administrator should also plan data cleansing and conversion so existing records conform to the target field format before migration. Salesforce documents the available custom field data types and their behavior in the Custom Field Types reference and provides implementation guidance in the Trailhead custom fields unit.

QUESTION NO: 6

An app builder would like to streamline the user experience by reflecting summarized calculations of specific fields on various objects.

Which three field types could be used in roll-up summary fields to accomplish this? (Choose three.)

A. Checkbox

B. Date

C. Percent

D. Time

E. Currency

ANSWER: B C E

Explanation:

Date, Percent, and Currency fields can be selected as the summarized field in a roll-up summary field when the underlying relationship and summary operation support them. Roll-up summary fields aggregate values from child records and display the resulting value on the parent record, helping users see key totals or boundary values without manually reviewing every related record.

For Date fields, roll-up summaries can identify the earliest or latest related date by using minimum or maximum calculations. This is useful for showing milestones such as the first activity date or most recent related record date. Percent and Currency fields are numeric field types that can be summarized using operations such as totals; they can also support minimum or maximum values where appropriate. For example, a parent record can display the total monetary value of related records or summarize a percentage value from those records.

These supported field types allow an app builder to surface meaningful aggregate information directly on the parent object. Salesforce documents the available roll-up summary calculation types and their supported source field types in its Roll-Up Summary Fields documentation and Trailhead roll-up summary fields module.

QUESTION NO: 7

You have created a workflow rule to send an e-mail in your configuration sandbox.

For some reason it's not working, what should you double check? (Choose two.)

A. Look at the system audit trail.

B. HTML does not work in sandbox, make sure your e-mail has no HTML.

C. You have the correct e-mail address.

D. Check the deliverability settings.

ANSWER: C D

Explanation:

Double-checking that the configured recipient has the correct email address is essential because a workflow email alert sends to the email address associated with its selected recipient, such as a user, contact, lead, or email field. The address must be present, valid, and appropriate for the recipient record or user configuration. This verification is especially important in a sandbox, where copied data may contain outdated addresses or intentionally altered email values.

Checking deliverability settings is equally important because Salesforce sandbox organizations commonly restrict outbound email to prevent unintended messages from being sent during testing. For a workflow email to reach external recipients, the sandbox's Deliverability access level generally needs to permit outbound email, such as *All Email*, subject to the organization's email policies. A workflow rule and its email alert can otherwise evaluate successfully while the actual message is suppressed by the environment-level email setting. Salesforce documents outbound-email controls and sandbox email behavior in its Email Administration learning module and explains email actions used by workflow automation in Workflow Email Actions.

QUESTION NO: 8

What feature can an app builder use to automatically assign cases that have been open longer than three days to the next support tier?

A. Case Assignment Rules

B. Case Escalation Rules

C. Case Business Rules

D. Case Auto Response Rules

ANSWER: B

Explanation:

Case Escalation Rules are designed to automatically escalate cases when they remain unresolved for a specified amount of time. An app builder can define escalation criteria for applicable cases and set an escalation age of three days. Salesforce

evaluates the age using the organization's configured business hours, allowing the timing to reflect actual support operating periods rather than simply elapsed calendar time when appropriate.

When the escalation threshold is reached, an escalation action can reassign the case to a designated user or queue representing the next support tier. The action can also update case fields and send notifications, helping ensure that aging cases receive timely attention without requiring a support agent to manually monitor and transfer them. Escalation rules therefore directly support the requirement to move cases that have been open longer than three days to a higher-level support team. For Salesforce's overview of escalation behavior and configuration, see Trailhead: Escalate Cases and Salesforce Help: Set Up Escalation Rules.

QUESTION NO: 9

Cloud Kicks wants to improve Opportunity data quality without preventing users from saving incomplete early-stage opportunities. The Sales Rep should be guided to enter Competitor information only when an Opportunity reaches the Proposal stage.

Which two solutions should an app builder recommend?

Choose 2 answers

A. Add a Path component with Proposal-stage guidance.

B. Create a validation rule requiring Competitor information for Proposal-stage Opportunities.

C. Make the Competitor field universally required at the field definition level.

D. Change the Opportunity organization-wide default to Private.

ANSWER: A B

Explanation:

Add a Path component with Proposal-stage guidance is correct because Path can provide stage-specific guidance and display key fields to help sales representatives understand what information is needed as an Opportunity progresses. The app builder can include Competitor-related fields as key fields for the Proposal stage.

Create a validation rule requiring Competitor information for Proposal-stage Opportunities is also correct. The validation rule can require the field only when Stage is Proposal or a later applicable stage, while allowing users to save early-stage Opportunities without that information. Together, Path provides proactive guidance and the validation rule enforces the requirement when the record reaches the relevant point in the process.

See Salesforce Path documentation and Salesforce Validation Rules documentation.

QUESTION NO: 10

An app builder wants to update a field on the parent record when a child record connected via lookup is deleted.

What automation should the app builder use?

A. Screen flow

B. Process Builder

C. Apex code

D. Workflow rule

ANSWER: C

Explanation:

Apex code is the appropriate automation because an Apex trigger can execute in response to a child record deletion and use the deleted record's lookup value to identify and update its parent. A `before delete` or `after delete` trigger receives the deleted child records through the `Trigger.old` context variable. This preserves access to the former lookup relationship even though the child record is being removed. The trigger can collect the relevant parent record IDs, query the parent records as needed, update the intended field values, and perform the update in bulk for all deleted child records in the transaction. Bulk processing is essential because a single delete operation can remove many child records, and Salesforce enforces governor limits on queries and DML operations. Apex therefore provides the deletion event support and transaction-level control required for this parent-update requirement. Salesforce documents the availability of delete trigger events and the use of `Trigger.old` for deleted records in its Apex Trigger Context Variables reference. For implementation guidance, review Salesforce's Apex Trigger Best Practices, particularly its recommendations for bulk-safe trigger logic.

QUESTION NO: 11

Which two standard Lightning page components are available in the Lightning App Builder? (Choose two.)

A. Highlights Panel

B. Accordion

C. Quick Text

D. Path

ANSWER: A B D

Explanation:

Lightning App Builder includes Salesforce-provided standard components that an app builder can drag onto supported Lightning pages without creating custom Lightning Web Components or installing a package. **Highlights Panel** is a standard record-page component that displays key fields, actions, and other record highlights configured for the object. **Accordion** is also a standard layout component; it organizes content into expandable, collapsible sections to make a page easier to scan. **Path** is likewise a standard component available for Lightning record pages. It presents stages or steps from a configured Salesforce Path and can expose guidance for success to help users progress through a business process. Therefore, all three of these listed items are standard Lightning page components in the current Lightning App Builder component catalog. The wording "Choose two" is outdated or incomplete because it omits that Path is also available. Salesforce documents the standard components and their page-type availability in its Lightning App Builder guidance, and its Path documentation explains using Path on Lightning record pages. See Salesforce Help: Standard Lightning Components and Salesforce Help: Path Overview.

QUESTION NO: 12

Universal Containers assigns system access via permission sets and permission set groups to ensure each user has proper access. One department with varying levels of support staff has five consistent permission sets they require in order to complete their duties. Some higher-level staff have additional permission sets that are only required for them.

How should an app builder recommend assigning permission sets to users?

A. Utilize the manage assignments button to assign a permission set group and additional individual permission sets to each user.

B. Utilize the manage assignments button to assign each user with the same set of permission set groups and permission sets.

C. Utilize the Data Import Wizard to mass update the desired users with their full list of permission sets and permission set groups.

D. Utilize the Data Loader to mass update the desired users with their full list of permission sets and permission set groups.

ANSWER: A

Explanation:

“Utilize the manage assignments button to assign a permission set group and additional individual permission sets to each user.” is correct because a permission set group is designed to bundle permission sets that are routinely assigned together. The five permission sets shared by every support staff member should be collected in one permission set group, creating a reusable baseline of access that is easier to administer and maintain. When a new staff member is added, an administrator can assign that single group rather than repeatedly selecting the same five permission sets.

Permission set groups do not prevent users from receiving other permission sets. Higher-level support staff can receive the shared group for their common access and then receive their role-specific permission sets individually. This applies the principle of least privilege while avoiding duplicated access-management work and preserving a clear separation between common departmental permissions and elevated permissions. Salesforce’s assignment tools support assigning permission set groups and permission sets to users, allowing administrators to manage these assignments from Setup. Salesforce documents permission set groups as a way to combine permission sets based on users’ job functions and assign the collection together. See Salesforce Help: Permission Set Groups and Salesforce Help: Assign Permission Sets.

QUESTION NO: 13

Which statement is true when defining a Create custom action for the Contact object? (Choose two.)

A. The create action will ignore field requirements.

B. The create action can pre-define Contact field values.

C. The create action allows a user to select a record type.

D. The create action will respect validation rules.

ANSWER: B D

Explanation:

A Create a Record custom action for Contact can include predefined field values. These values are configured as part of the action definition and are applied when the action is invoked, which helps streamline common creation scenarios and supports consistent data entry. For example, an action placed on an Account record page can create a Contact with fields such as Account Name or a default lead source already populated. Users can review or change values that remain editable on the action layout before saving.

The create action also respects validation rules. A quick action creates a standard Salesforce record, so the record must meet the object’s configured data-quality requirements when the user saves it. Salesforce evaluates applicable validation rules during the save operation, just as it does for a record created from the standard Contact creation page. This allows an organization to offer a faster, guided creation experience without bypassing the business rules that protect Contact data integrity. See Salesforce’s documentation on quick actions and validation rules.

QUESTION NO: 14

ABC Company installs an unmanaged package.

Which of the following are true? (Choose two.)

A. Unmanaged packages have a namespace prefix.

B. Components of unmanaged packages can be edited.

C. Unmanaged packages don’t have a version number.

D. Unmanaged packages can be upgraded.

E. Tests are executed during deployment.

ANSWER: B E

Explanation:

Components of unmanaged packages can be edited because an unmanaged package is intended as a distribution mechanism for components that the receiving organization can fully control after installation. Its metadata is installed directly into the target org rather than remaining protected and version-managed by the package publisher. An administrator or developer in the target org can therefore customize supported component types, such as declarative configuration and Apex, to suit local requirements. Salesforce describes unmanaged packages as appropriate for sharing open-source applications or reusable components where recipients need to modify what they receive.

Tests are executed during deployment because installing an unmanaged package that contains Apex is subject to Apex testing requirements in the target org. Salesforce runs the package's Apex tests as part of installation to validate that the deployed code works in that org's context. This provides a deployment-time safeguard: package installation does not simply place Apex code in the org without validating it. The package and its tests must successfully meet the applicable installation and code-coverage requirements for the deployment to complete. See Salesforce's package overview documentation and Apex testing documentation.

QUESTION NO: 15

Universal Containers (UC) has created 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.

Which feature would an app builder use?

A. Field Update

B. Global Picklist Value Set

C. Dynamic Action

D. Dependent Picklist

ANSWER: B

Explanation:

Global Picklist Value Set is the appropriate feature because it defines a reusable, centrally managed list of picklist values that can be assigned to picklist fields on multiple custom or standard objects. UC can create one global value set containing the permitted Status values and configure each object's Status field to use that same set. When an administrator later adds, removes, activates, or renames a value in the global value set, the shared definition keeps the available values consistent across every field that uses it. This avoids duplicating and separately maintaining matching value lists on three objects, reducing administrative effort and the risk that the fields diverge over time. Global value sets are created and maintained from Setup under Picklist Value Sets, then selected when creating or updating an eligible picklist field. Salesforce documents that global value sets let organizations share picklist values across custom picklist fields, making them the intended solution for common business classifications such as status. See Salesforce Help: Custom Picklists and Trailhead: Share Picklist Values with Global Value Sets.

QUESTION NO: 16

Which of the following is true about Roll-up Summary Fields?

A. Roll-up Summary can be used to compute SUM, MIN, MAX, AVG over a set of records.

B. Roll-up Summary Fields are readonly.

C. Roll-up Summary can only be set on the parent of a Master-Detail or Lookup relationship.

D. The results of the Roll-up Summary is displayed on the child in a master-detail relationship.

ANSWER: B

Explanation:

Roll-up Summary Fields are readonly. Salesforce calculates and maintains their values automatically from related detail records, so users cannot directly enter or edit a value in the roll-up field on the master record. Instead, an administrator defines the roll-up operation and any qualifying filter criteria, and Salesforce recalculates the displayed value as relevant related records are created, updated, deleted, or changed so that they no longer meet the criteria.

This behavior makes roll-up summaries useful for presenting aggregate information—such as a total amount, number of related records, earliest date, or latest date—directly on a record without requiring users to maintain that value manually. Because the value is system-derived, it should be treated as a calculated result when designing page layouts, automation, reporting, and validation logic. Salesforce's field documentation identifies Roll-Up Summary as a calculated field type and explains that it summarizes values from related records. See Salesforce Help: Roll-Up Summary Fields and Trailhead: Roll-Up Summary Fields.

QUESTION NO: 17

Which of these is not a method for controlling record-level access?

A. Organization-Wide Defaults

B. Role Hierarchy

C. Profiles

D. Sharing Rules

ANSWER: C

Explanation:

Profiles is the correct answer because profiles primarily control a user's baseline permissions at the object and field level, rather than serving as a standard record-level sharing mechanism. A profile determines whether a user can create, read, edit, or delete records of an object, and it can control field-level security and other user capabilities. These settings establish what a user is permitted to do with an object once the user has access to an individual record.

Record-level access, by contrast, determines which specific records a user can see or act on. Salesforce's sharing model evaluates record access separately from the object permissions granted through a profile. A user generally needs both the applicable object permission and access to the particular record before they can work with that record. Although certain powerful profile permissions, such as View All or Modify All, can broadly bypass sharing for an object, profiles themselves are not categorized as the normal method for configuring record-level access in Salesforce's sharing architecture. See Salesforce's Sharing Model overview and Profiles overview.

QUESTION NO: 18

Ursa Major Solar wants to convert the relationship between Galaxy and Star from a lookup relationship to a master-detail relationship so each Galaxy record can be equipped with a roll-up summary count of Star records.

Which two considerations should be made? (Choose two.)

A. The Star object has fewer than two existing master-detail relationships.

B. The Galaxy object is required to contain existing roll-up summary fields.

C. The Galaxy object has fewer than two existing master-detail relationships.

D. The Star records are all required to have an existing value in their Galaxy field.

ANSWER: A D

Explanation:

Before converting the Galaxy lookup on Star to a master-detail relationship, Star must have capacity for another master-detail relationship. Salesforce allows a custom object to have no more than two master-detail relationships, so the existing

relationship count on the detail object, Star, must be evaluated before the conversion. This relationship is needed because roll-up summary fields are created on the master object and summarize records from its related detail object.

Every existing Star record must also contain a value in its Galaxy lookup field. A master-detail relationship requires each detail record to have a parent master record; unlike a lookup relationship, the parent association cannot be empty. Salesforce therefore requires existing child records to be associated with a parent before the lookup can be converted. After conversion, Galaxy can be the master and can contain a roll-up summary field that counts its related Star records. See Salesforce's relationship considerations documentation and roll-up summary field documentation.

QUESTION NO: 19

ABC Company has a custom object "Service" which has a lookup relationship to Account. ABC Company wants to enhance Salesforce1 with an action that allows account managers to enter a new service to an Account while looking at the account.

What should be done?

A. Enter an object specific action to Service and put it in the Account Layout.

B. Enter an object specific action to Service and put it in the Service Layout.

C. Enter an object specific action to Account and put it in the Service Layout.

D. Enter an object specific action to Account and put it in the Account Layout.

ANSWER: D

Explanation:

Enter an object specific action to Account and put it in the Account Layout is correct because the action must be created on the record where users need to invoke it: the Account record. An object-specific Create a Record action on Account can use Service as its target object. When an account manager opens an Account in the Salesforce mobile app and selects that action, Salesforce presents the fields needed to create a new Service record directly in the context of the Account.

Because Service has a lookup relationship to Account, the action can also predefine the Account lookup field with the current Account record. This associates the new Service with the Account automatically, avoiding an unnecessary manual lookup selection and ensuring the user's workflow stays on the Account page. After creating the action, placing it in the Salesforce Mobile and Lightning Experience Actions section of the Account page layout makes it available from Account records in supported experiences.

Salesforce documents that object-specific actions are configured for a specific object and can create records for a target object. Predefined values can populate fields, including relationship fields, when users launch the action from its source record. See Object-Specific Actions and Predefined Field Values for Actions.

QUESTION NO: 20

Which components can be added to a lightning app on custom Object? (Choose three.)

A. Object specific actions on the custom object

B. Global actions

C. Custom lightning component

D. Standard Lightning component

E. Visualforce

ANSWER: C D E

Explanation:

A Lightning page for a custom object is assembled in the Lightning App Builder using components from the component palette. **Custom lightning component** is correct because developers can make custom Lightning Web Components or Aura components available in Lightning App Builder by exposing them with the appropriate metadata and page targets. This enables purpose-built interfaces and functionality to be placed on pages associated with custom objects.

Standard Lightning component is correct because Salesforce supplies standard components for common page capabilities, such as record details, related lists, highlights, tabs, and reports. An admin can configure these components declaratively in the App Builder to create the desired user experience for a custom-object page.

Visualforce is also correct. The standard Visualforce component allows an existing Visualforce page to be embedded in a Lightning page, provided the Visualforce page is available for Lightning Experience and properly configured. This supports reuse of Visualforce functionality while transitioning to, or extending, a Lightning experience. See Salesforce's guidance on exposing custom Lightning components for page builders and the Visualforce component in Lightning Experience.

QUESTION NO: 21

You need to ensure that the value in a custom field "Source Country" is validated against the standard list of ISO countries that are valid for the particular type of order, when the order is saved.

What is the best way to achieve this requirement?

A. Create a validation rule using a CASE statement.

B. Create a validation rule using the VLOOKUP function.

C. Create a before trigger and validate the value using APEX code.

D. Create an after trigger and validate the value using APEX code.

ANSWER: C

Explanation:

Create a before trigger and validate the value using APEX code. This requirement needs validation that can evaluate both the order's type and its Source Country value against a maintained set of valid ISO country values. A before-save Apex trigger is designed for this type of record-level enforcement because it runs before the order is committed to the database. The trigger can collect the order types and submitted country values from all records in the transaction, retrieve the applicable valid-country configuration in bulk (for example, from custom metadata or a custom object), and use `addError()` on records whose Source Country is not permitted for their order type. This prevents invalid orders from being saved and presents the validation message directly to the user or calling integration.

Using a before trigger is also appropriate because the record is still editable in that context, and no follow-up update is required. The implementation should be bulkified so that it handles multi-record saves while remaining within Salesforce governor limits. Salesforce documents that before triggers are used to update or validate record values before they are saved, and that `addError()` prevents the relevant record from being committed. See Salesforce Apex Triggers and Salesforce Trigger Exceptions and addError.

QUESTION NO: 22

The VP of Account Management at Universal Containers has requested that all Contacts' mailing postal codes match the associated account's shipping postal code.

How can this be enforced using validation rules?

A. Create a validation rule using a Not Equal operator.

B. Create a validation rule using a Compare operator.

C. Create a validation rule using the DISTANCE() function.

D. Create a validation rule using the GEOLOCATION() function.

ANSWER: A

Explanation:

Create a validation rule using a Not Equal operator. A Contact validation rule can reference a field on its parent Account through the relationship, so the formula can compare `MailingPostalCode` with `Account.ShippingPostalCode`. For example, `MailingPostalCode <> Account.ShippingPostalCode` evaluates to true whenever the Contact mailing postal code does not match the related Account shipping postal code. Because validation rules prevent a record from being saved when their formula evaluates to true, Salesforce can display an error message and require the user to enter a matching postal code before saving the Contact. This enforces the requested data-quality requirement at the point of data entry and also applies to updates made through supported Salesforce interfaces and API operations that enforce validation rules. The relationship field reference is appropriate because each Contact is associated with an Account, allowing the validation formula to access the Account's shipping postal code directly. Salesforce documents that validation rules use formulas to evaluate data and display an error when the rule's criteria are met, and formula operators include comparison operators such as not equal. See Salesforce Validation Rules Overview and Salesforce Formula Operators and Functions.

QUESTION NO: 23

An app builder has been asked to integrate Salesforce with an external web service. The web service must be notified every time an Opportunity is Won. Which two can satisfy this requirement? (Choose two.)

A. Use a workflow rule and an outbound message.

B. Use Process Builder with an outbound message.

C. Use a flow and an outbound message.

D. Use Process Builder and Apex code.

ANSWER: A D

Explanation:

Use a workflow rule and an outbound message is a declarative way to notify an external SOAP endpoint when an Opportunity meets the Closed Won criteria. The workflow rule evaluates the Opportunity update, and its outbound-message workflow action sends a SOAP notification containing the selected Opportunity fields to the configured endpoint. The rule criteria should be designed to fire when the Opportunity becomes won, rather than on every later edit to an already-won record, when only the transition is required. Salesforce documents outbound messaging as an asynchronous, configurable integration mechanism for sending record data to an external service. See Salesforce Outbound Messaging documentation.

Use Process Builder and Apex code can also meet the requirement. A process can evaluate the Opportunity's won status and invoke an Apex method. That Apex implementation can perform the required web-service integration, commonly by placing the request in asynchronous Apex such as Queueable Apex so that the HTTP callout is handled appropriately and reliably outside the record-save transaction. Invocable Apex is specifically designed to let declarative automation invoke Apex logic, as described in Salesforce Invocable Methods documentation. This approach supports custom authentication, request formats, response handling, and error-management requirements that may be needed by the external service.

QUESTION NO: 24

Which three values must be defined when creating a new Opportunity Stage picklist value? (Choose three.)

A. Quota

B. Forecast Category

C. Amount

D. Probability

E. Type

ANSWER: B D E

Explanation:

When an administrator creates an Opportunity Stage value, Salesforce requires configuration that lets the stage participate correctly in pipeline reporting, forecasting, and opportunity lifecycle processing. **Forecast Category** maps the stage to a forecast grouping, such as Pipeline, Best Case, Commit, Closed, or Omitted. This mapping enables forecast rollups and helps sales teams interpret the pipeline consistently. **Probability** assigns the expected likelihood that an opportunity at the stage will close successfully. Salesforce uses this percentage to calculate an opportunity's expected revenue from its Amount and to support weighted-pipeline reporting. **Type** defines the stage's status as open, closed won, or closed lost. This status determines whether the opportunity remains active and whether it is treated as a successful or unsuccessful closed deal in standard reporting and business processes. Together, these stage-level settings standardize how opportunities are categorized and measured throughout the organization. Salesforce documents Opportunity stage configuration and the fields available on the Opportunity object in the Opportunity Object Reference and explains opportunity pipeline setup in Trailhead's opportunity implementation module.

QUESTION NO: 25

What is true for all custom and some standard objects?

A. You can create workflow and approval actions where a change to a detail record updates a field on the related master record.

B. Cross-object field updates work for custom-to-custom master-detail relationships, custom-to-standard master-detail relationships.

C. Cross-object field updates work for a few standard-to-standard master-detail relationships.

D. All of the above.

ANSWER: D

Explanation:

All of the above. Salesforce workflow field updates, including those used by approval processes, support cross-object updates in master-detail relationships. This enables automation initiated by a change on a detail record to update a field on its related master record. The capability applies to custom-to-custom master-detail relationships and to supported custom-to-standard master-detail relationships. Salesforce also provides this behavior for a limited set of standard-to-standard master-detail relationships, rather than universally across every standard object relationship.

These cross-object updates are configured as field-update actions and are useful when a parent record must remain synchronized with information maintained on its detail records. For example, a process can update a master record's status, date, or aggregate-related indicator when a qualifying detail record changes. The available target relationships depend on Salesforce's supported master-detail relationship behavior for the involved objects, but the three stated categories accurately describe the supported scope. Salesforce documents field updates as workflow and approval-process actions and describes their use for updating fields across supported related records. See Salesforce Help: Field Updates and Salesforce Help: Workflow Field Updates.

QUESTION NO: 26

Cloud Kicks has a validation rule that prevents users from saving an Opportunity without a Contract Number when the Stage is Closed Won. Certain operations users need to bypass this validation rule.

Which two actions should an app builder take?

Choose 2 answers

A. Create a custom permission for the validation-rule bypass.

B. Reference the custom permission in the validation rule formula.

C. Make the Contract Number field read only for operations users.

D. Create a sharing rule for the operations users.

ANSWER: A B

Explanation:

Create a custom permission for the validation-rule bypass is correct. A custom permission provides a reusable way to identify users who are allowed to receive an exception to a business rule without broadly changing their object or field permissions.

Reference the custom permission in the validation rule formula is also correct. The validation rule can check the custom permission with the `$Permission` global variable and evaluate only for users who do not have the bypass permission. The app builder can then add the custom permission to a permission set and assign that permission set to the authorized operations users. See Salesforce Help: Custom Permissions and Salesforce Help: Validation Rules.

QUESTION NO: 27

Universal Containers has a private sharing model for Accounts and Opportunities and uses Territory Management to grant access to records.

• Sales rep A manually shares an opportunity record with sales rep B.

• Sales rep B has access to the Account even though the Account Is NOT In sales rep B's territory.

• Sales rep C CANNOT see either record.

Based on the information given, why can sales rep B see the Account related to the Opportunity?

A. Sales rep B has implicit access to the Account.

B. Sales rep B was added to the Account team.

C. Sharing set is granting access to the Account.

D. Account was also manually shared.

ANSWER: A

Explanation:

Sales rep B has implicit access to the Account. Salesforce's implicit sharing behavior grants access to a parent record when a user is granted access to a related child record. In this case, the Opportunity is the child record and the related Account is its parent. Because sales rep A manually shared the Opportunity with sales rep B, sales rep B receives access to that Opportunity and, through implicit parent sharing, receives read-only access to the associated Account as needed to work with the Opportunity.

This access is derived from the Opportunity sharing relationship, rather than from sales rep B's territory assignment. It also does not require an explicit Account-sharing action to be described in the scenario. The fact that sales rep C has access to neither record is consistent with the private organization-wide defaults: users who have not received access through a sharing mechanism do not gain visibility merely because the records are related. Salesforce documents implicit sharing as system-generated access that supports access to related records while preserving the organization's underlying sharing model. See Salesforce: Implicit Sharing and Salesforce: What Is Sharing?.

QUESTION NO: 28

Identify the field update limitations. (Choose three.)

A. The results of a field update can't trigger additional rules such as validation, assignment, auto-response, or escalation rules.

B. Read-only fields like formula or auto-number fields aren't available for field updates.

C. Field updates that are executed as approval actions don't trigger workflow rules.

D. In a batch update, workflow is re-triggered on all entities where there is a change.

ANSWER: A B C

Explanation:

Field updates have important execution limits that affect automation design. The results of a field update can't trigger additional rules such as validation, assignment, auto-response, or escalation rules. This means a field update can change a supported writable field without initiating those downstream processes, so any required validation or routing logic must be designed with the field update's execution behavior in mind. Salesforce does allow workflow-rule evaluation in certain field-update scenarios, but the listed categories are not invoked by the update itself.

Read-only fields like formula or auto-number fields aren't available for field updates because their values are system-calculated or system-generated rather than directly writable. A formula derives its displayed value from an expression, while an auto-number value is assigned by Salesforce when the record is created.

Field updates that are executed as approval actions don't trigger workflow rules. This limitation is particularly relevant when combining approval processes and workflow automation: an approval action can update a field, but that update does not start workflow-rule evaluation. See Salesforce's field update documentation and approval process field update documentation.

QUESTION NO: 29

Universal Containers would like to show different values to different groups of users in a custom picklist field.

What should be configured?

A. Page layouts

B. Record Types

C. Field-level security

D. Permission sets

ANSWER: B

Explanation:

Record Types should be configured because record types control which picklist values are available for records of each type. An administrator can create distinct record types for the business processes or user groups that require different selections, then define the allowed values for the custom picklist under each record type. Users receive access to the applicable record type through their profile or permission set, so when they create or edit a record, the picklist presents only the values permitted for that record type.

This is the standard declarative Salesforce design when a single field must support different controlled value sets without creating duplicate fields. Record types can also associate different page layouts, which allows the interface to be tailored alongside the picklist choices where needed. For example, one group's record type can expose internal fulfillment statuses while another group's record type exposes partner-facing statuses, all while using the same underlying custom picklist field.

Salesforce documents that record types can be used to offer different picklist values and page layouts to different users. See Trailhead: Record Types and Salesforce Help: Record Types.

QUESTION NO: 30

Which three are true about converting a tabular, summary, or matrix report to a joined report? (Choose three.)

A. Cross filters are not supported in joined reports.

B. The Rows to Display filter is not supported in joined reports.

C. Joined report blocks are formatted as matrix reports.

D. Report formula fields are not supported in joined reports.

E. Bucket fields are not supported in joined reports.

ANSWER: A B E

Explanation:

When a report is converted to joined format, Salesforce applies joined-report feature limitations to the report as a whole and to its blocks. **Cross filters are not supported in joined reports.** Cross filters are designed to filter a report based on related records, but they cannot be added or retained in the joined-report format. **The Rows to Display filter is not supported in joined reports.** This setting is the report row-limit capability, which is unavailable after conversion because joined reports combine and compare multiple report blocks rather than operating as a single limited result set. **Bucket fields are not supported in joined reports.** Bucket fields categorize report values without creating a Salesforce field, but Salesforce does not permit them in joined reports. These restrictions matter when deciding whether to convert an existing report: any reporting requirement that depends on cross filtering, limiting displayed rows, or bucketing values should be redesigned before using joined format. Joined reports are intended for comparing data from different report types or perspectives in distinct blocks, with common groupings enabling side-by-side analysis. See Salesforce's joined report limitations and the Trailhead overview of joined reports.

QUESTION NO: 31

What are two capabilities of Schema Builder? Choose 2 answers

A. Editing custom settings

B. Creating a new record type

C. Showing selected objects on a page

D. Viewing page layouts in a new window

ANSWER: C D

Explanation:

Schema Builder is a visual data-modeling tool that lets an administrator inspect an organization's objects and their relationships in a diagram. "Showing selected objects on a page" is a core capability: the Elements panel can be used to select the standard and custom objects displayed on the canvas, making it easier to focus the diagram on a relevant part of the data model. The diagram also visually presents object fields and relationships, helping an administrator understand dependencies while designing or reviewing the model.

"Viewing page layouts in a new window" is also supported from Schema Builder. After selecting an object in the diagram, the object's contextual controls provide access to its page layouts; opening the layout separately enables the administrator to review how that object's fields are arranged for users without leaving the data-model view. This complements Schema Builder's purpose of navigating and maintaining the underlying schema while still allowing quick access to related configuration. Salesforce describes Schema Builder as a tool for viewing and managing objects, fields, and relationships visually. See Salesforce Help: Schema Builder and the Salesforce Trailhead Schema Builder module.

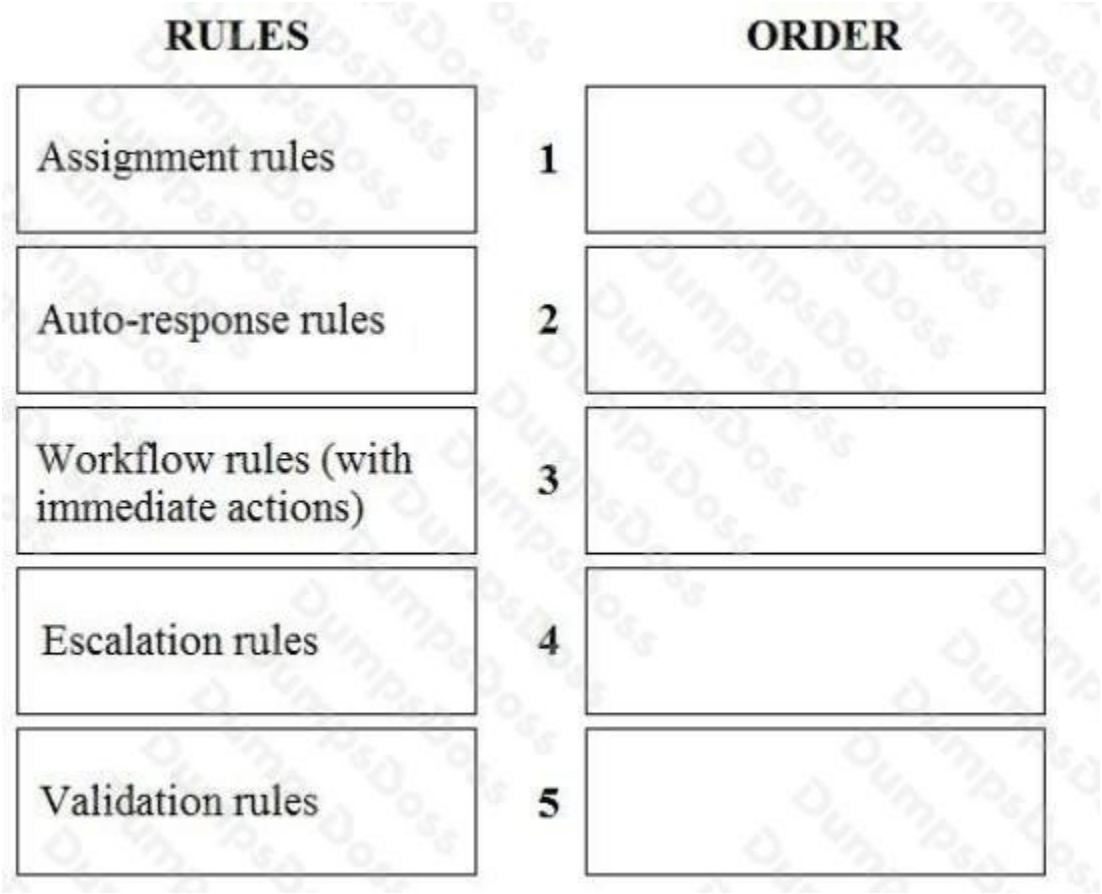
QUESTION NO: 32 - (DRAG DROP)

DRAG DROP

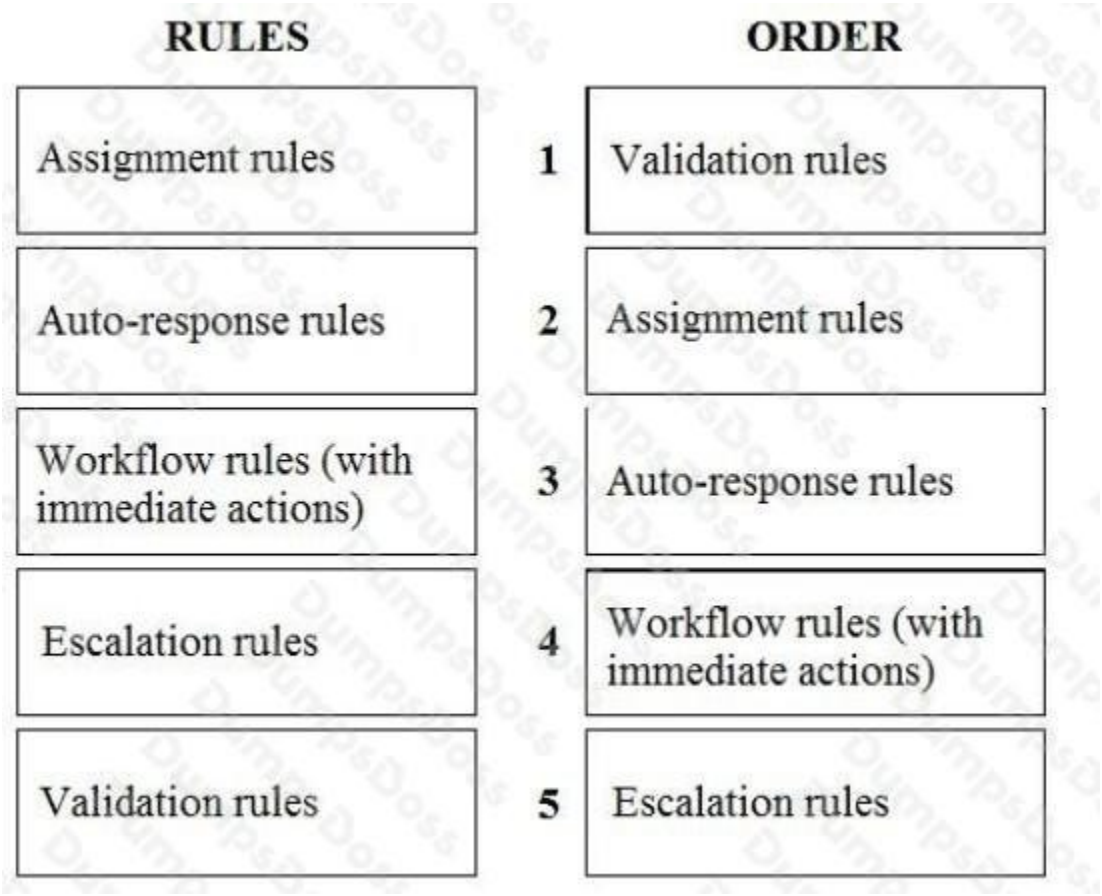
In what order does Salesforce process rules?

Match the rules from the left column with their appropriate order in the right column.

Select and Place:



ANSWER:



Explanation:

Salesforce processes these items in the sequence shown because they participate at defined stages of the record-save transaction. Validation rules run first among the listed rule types. They evaluate the record data before Salesforce allows the save to proceed, ensuring that required business conditions are satisfied. Once validation succeeds, assignment rules are evaluated. For supported objects such as leads and cases, these rules determine the appropriate owner or queue according to the organization's routing criteria.

Auto-response rules follow assignment processing. They send the configured email response for qualifying submitted leads or cases, using the record context after assignment-rule processing. Salesforce then evaluates workflow rules. When a workflow rule's criteria are met, its immediate actions are processed during the transaction, allowing configured updates, tasks, emails, outbound messages, or other supported immediate workflow actions to occur without waiting for a time trigger.

Escalation rules are processed after workflow rules with immediate actions in this ordering. For cases, escalation rules apply the organization's escalation criteria and can route or reassign cases as required by service processes. Therefore, the correct complete sequence is: Validation rules, Assignment rules, Auto-response rules, Workflow rules (with immediate actions), and Escalation rules.

This ordering reflects Salesforce's documented order-of-execution behavior for record saves and automation processing. Salesforce's Order of Execution documentation describes the transaction stages, including validation, assignment, auto-response, workflow, and escalation processing. The Salesforce workflow documentation also explains that workflow rules can evaluate records and execute immediate actions as part of automation processing.

QUESTION NO: 33

In a data model object, A is related to B, B is related to C.

How will a developer create a report to include fields of A & C?

A. Create a custom report with A and C fields as the relationship already exists.

B. Create a custom report type with A, B and C, and use it in the report.

C. Create lookup relationships between A, B, and C.

D. Report cannot be created.

ANSWER: B

Explanation:

Create a custom report type with A, B and C, and use it in the report. A custom report type defines the objects and related-object paths that are available to reports. Since the data model already provides a relationship from A to B and from B to C, the report type can expose the related fields across that chain. After creating and deploying the custom report type, the developer creates a report from it and selects the required fields from A and C in the report builder.

Custom report types are specifically intended for reporting requirements that standard report types do not satisfy, including reporting across a defined set of related objects. Salesforce lets an administrator select a primary object and add related objects to the report type; the relationship configuration determines whether records must have related records to appear. The report type therefore supplies the necessary field availability and relationship context, while the report itself supplies the columns, filters, groupings, and charting. See Salesforce's Create a Custom Report Type documentation and the Custom Report Types overview.

QUESTION NO: 34

An app builder has deployed a change set from a sandbox to production. There is a long delay in the deployment.

What can be causing the delay?

A. Profiles are included in the change set.

B. A field type change is included in the change set.

C. Dependent fields are included in the change set.

D. Roles are included in the change set.

ANSWER: A

Explanation:

Profiles are included in the change set. Profile metadata is comparatively large and complex because a profile can contain object permissions, field-level security, app and tab visibility, record type assignments, user permissions, Apex class access, Visualforce page access, and many other settings. During deployment, Salesforce must validate and apply the profile's settings against the metadata available in the target org. This processing can take substantial time, particularly in an established production org with many custom objects, fields, apps, and permission-related dependencies.

For this reason, Salesforce deployment guidance recommends carefully considering whether profiles need to be deployed and limiting profile changes to only what is necessary. Where possible, teams commonly use permission sets and permission set groups to grant incremental access, which reduces the scope and maintenance burden of profile metadata. The delay is therefore consistent with profile processing as part of the change set deployment. See Salesforce's Change Sets documentation and the Profile metadata reference for the breadth of settings represented in profile metadata.

QUESTION NO: 35

Due to the complexity of the Universal Containers sandbox release schedule and requirements, it is advised that change sets are used as often as possible to migrate from one environment to another.

Which three common items can an app builder move when using a change set?

Choose 3 answers

A. Web-to-lead

B. Standard fields

C. Custom object

D. Apex class

E. Custom field

ANSWER: C D E

Explanation:

Custom object, **Apex class**, and **Custom field** are common metadata components that can be included in an outbound change set and deployed to a connected Salesforce organization. A custom object is a deployable metadata component, and its related configuration can be selected as dependencies where appropriate. Custom fields are also deployable and are commonly moved with the objects, page layouts, validation rules, or other customizations that use them. Apex classes can be added to a change set as code components; when required by the target organization, Salesforce runs deployment tests as part of validating or deploying the change set. Change sets are intended for moving supported metadata between organizations that have a deployment connection, such as a sandbox and its associated production organization. An app builder should use the change-set component selection page to add the needed components and then use dependency tools to identify related metadata that should accompany the deployment. Salesforce documents change sets as a point-and-click deployment tool for supported metadata, while its Metadata API coverage identifies the metadata types available for deployment. See Salesforce Change Sets documentation and Salesforce Metadata Coverage.

QUESTION NO: 36

Which Action Type is not available when working with Global Actions?

A. Create a Record

B. Update a Record

C. Log a Call

D. Custom Visualforce

ANSWER: B

Explanation:

Update a Record is correct because global actions are not associated with a specific object or record context. They let users perform broadly available tasks from locations such as the global actions menu, the Salesforce mobile app, and certain Lightning pages. Since an update operation requires an existing target record, Salesforce provides record-update functionality through object-specific actions, flows, quick actions, or other automation mechanisms that have the necessary record context.

Global actions are designed for tasks that can be initiated independently of the record currently being viewed. Salesforce documents global quick actions as supporting action types including creating records, logging calls, sending email, invoking Visualforce content, launching flows, and custom canvas actions. This distinction is important when designing an app: choose a global action for an action that should be available across the org without relying on a current record, and use an object-specific action when the action must operate on the record's details.

See Salesforce's Quick Actions overview and the Trailhead quick actions module for supported action types and configuration guidance.

QUESTION NO: 37

Which three Salesforce functionalities are ignored when processing field updates in workflow rules and approval processes?

A. Multiple currencies

B. Field-Level Security

C. Validation Rules

D. Record type picklist value assignments

E. Decimal places and character limits

ANSWER: B C D

Explanation:

Field-Level Security, **Validation Rules**, and **Record type picklist value assignments** are ignored for field updates performed by workflow rules and approval processes. These automated field updates run in system context, enabling Salesforce to update a field regardless of whether the user who initiated the transaction has edit access to that particular field. This is important when automation must consistently maintain data without depending on an individual user's field permissions.

Salesforce also does not run validation rules again as part of processing the field update itself. A workflow or approval field update can therefore complete even when the resulting field value would not satisfy a validation rule that normally applies to an interactive user edit. In addition, a field update can assign a picklist value that is not assigned to the record type on the record. Record type picklist assignments control the values presented to users in the interface, but they do not constrain these automation-driven updates.

These behaviors allow declarative automation to enforce consistent downstream data changes, while administrators remain responsible for designing the automation and associated data controls carefully. See Salesforce's documentation on workflow field updates and approval processes.

QUESTION NO: 38

Which two solutions prevent a formula field from being referenced by a Roll-Up Summary field? (Choose two.)

A. A cross-object workflow updating a field referenced by the formula field

B. A cross-object field reference in the formula field

C. The CASE() function in the formula field

D. The NOW() function in the formula field

ANSWER: B D

Explanation:

A cross-object field reference in the formula field prevents the formula from being used as the summarized field because roll-up summary calculations require a field value that Salesforce can reliably evaluate from the detail record itself. A formula that traverses a relationship to obtain a value from another object has dependencies beyond the detail record, so it is not eligible for roll-up summary aggregation. Salesforce documents that formula fields used by roll-up summaries cannot contain cross-object references.

The NOW() function in the formula field also prevents roll-up summary use. NOW() is a dynamic date/time function: its result changes simply as time passes, without a record edit. Roll-up summary values are maintained when relevant record data changes, rather than continuously recalculated as the current time advances. Therefore, a formula based on NOW() cannot provide a stable, event-driven value for summary aggregation. Salesforce specifically lists formula fields containing time-dependent functions such as NOW() among the formula types that cannot be referenced by roll-up summary fields.

See Salesforce's Roll-Up Summary Fields documentation and its Formula Operators and Functions documentation for the relevant field and function behavior.

QUESTION NO: 39

DreamHouse Realty (DHR) recently acquired Cloud Kicks (CK), a company that is still on Salesforce Classic. DHR is keeping the CK Salesforce org; however, it will migrate this org to Lightning Experience.

Where should the app builder find prebuilt resources to help with this project and overall adoption?

A. Import Wizard

B. Lightning Object Creator

C. AppExchange

D. Flow Builder

ANSWER: C

Explanation:

AppExchange is the correct resource because it is Salesforce's marketplace for prebuilt solutions that can accelerate a Lightning Experience migration and support user adoption. An app builder can use AppExchange to find installable Lightning-ready apps, Lightning components, managed packages, and consulting resources rather than building every capability from scratch. This is especially useful after an acquisition, when the retained organization may need to adopt a consistent user experience quickly while preserving and enhancing existing business processes. AppExchange also includes adoption-oriented offerings, such as tools for in-app guidance, user training, and productivity enhancements, which can help users transition from Salesforce Classic to Lightning Experience. Salesforce positions AppExchange as a source for apps, components, and experts that extend Salesforce and address business needs. The Lightning Experience transition process likewise emphasizes preparing users and supporting change management as part of adoption. Using vetted, prebuilt resources allows DHR to evaluate solutions appropriate to CK's requirements, install them in a sandbox for testing, and deploy proven functionality to production. See the Salesforce AppExchange marketplace and Salesforce's Lightning Experience migration overview.

QUESTION NO: 40

Which two behaviors may occur if workflow rules are reevaluated after a field change by a field update? (Choose two.)

A. Workflow rules trigger more workflow rules to be re-evaluated.

B. A recursive loop potentially results in exceeding governor limits.

C. Workflow rules trigger validation rules on field updates.

D. Cross-object workflow rules result in re-evaluation after field change.

ANSWER: A B

Explanation:

When the *Re-evaluate Workflow Rules after Field Change* setting is selected for a workflow field update, Salesforce evaluates applicable workflow rules again after that field update changes the record. Therefore, *Workflow rules trigger more workflow rules to be re-evaluated.* This can allow a newly met rule criterion to initiate its associated immediate workflow actions during the same overall transaction.

Repeated evaluation and automation can also create recursion. Thus, *A recursive loop potentially results in exceeding governor limits.* A field update can cause additional workflow processing and can invoke other automation, such as triggers, which may update the record again. Each additional cycle adds work to the transaction and can consume resources governed by Salesforce transaction limits. App builders should design workflow criteria and field updates to converge on a final value, rather than repeatedly changing values that cause automation to run again. Salesforce documents that workflow field updates can optionally cause workflow rules to be reevaluated, and its order-of-execution documentation describes the recursive automation processing that can occur within a transaction. See Workflow Field Updates and Salesforce Order of Execution.

QUESTION NO: 41

Which two field types can be referenced by a Roll-Up Summary field using MIN or MAX? (Choose two.)

A. Checkbox

B. Percent

C. Date/time

D. Formula

ANSWER: B C

Explanation:

Roll-up summary fields can calculate aggregate values from records related through a master-detail relationship. For the MIN and MAX calculation types, Salesforce supports fields whose values can be ordered meaningfully to identify the lowest or highest value. **Percent** is supported because it is a numeric field type, so Salesforce can compare the stored percentage values and return the minimum or maximum. **Date/time** is also supported because Salesforce can compare chronological values and return the earliest value for MIN or the latest value for MAX. These calculations are useful for declaratively surfacing metrics such as the lowest discount applied across related records or the most recent activity timestamp represented by a related record. The roll-up summary configuration presents only eligible detail fields for the selected calculation type, helping ensure the aggregate is based on a compatible field. Salesforce documents that MIN and MAX roll-up summary operations support numeric, date, and date/time values, including percent fields as a numeric value type. See Salesforce's Roll-Up Summary Fields documentation and the Salesforce Object Reference for relationship-field context.

QUESTION NO: 42

The app builder at Universal Containers has been asked to ensure that the Country field on the Account object is captured as the two-letter abbreviation.

How can the app builder satisfy this requirement?

A. Create a validation rule to set values using an external data source.

B. Create a workflow rule that only allows the expected format.

C. Create a validation rule that only allows the expected format.

D. Create a workflow rule to set values using an external data source.

ANSWER: C

Explanation:

Create a validation rule that only allows the expected format. A validation rule evaluates record data when a user saves an Account and prevents the save when the entered Country value does not meet the specified requirement. This is the appropriate declarative mechanism for enforcing a data-quality standard such as requiring a two-character country abbreviation.

For example, the formula can test whether the field contains exactly two alphabetic characters and display a clear error message instructing users to enter the required abbreviation. A formula using `REGEX()` can enforce the pattern, such as `NOT(REGEX(Country__c, "[A-Za-z]{2}"))`, with the precise field API name adjusted for the organization. Validation rules apply consistently whether the record is created or updated through the user interface, API, import tools, or automation, helping preserve reliable Account data throughout the system.

Salesforce describes validation rules as formulas that evaluate data and return an error when criteria are met, preventing invalid records from being saved. Review the Salesforce documentation on Validation Rules and the Formula Operators and Functions reference for details on using functions such as `REGEX()`.

QUESTION NO: 43

Universal Containers assigns system access via permission sets and permission set groups to ensure each user has proper access. One department with varying levels of support stuff has five consistent permission sets they require in order to complete their duties. Some higher-level staff have additional permission sets that are only required for them.

How should an app builder recommend assigning permission sets to users?

A. Utilize the Data Loader to mass update the desired users with their full list of permission sets and permission set groups.

B. Utilize the manage assignments button to assign a permission set group and additional individual permission sets to each user.

C. Utilize the Data Import Wizard to mass update the desired users with their full list of permission sets and permission set groups.

D. Utilize the manage assignments button to assign each user with the same set of permission set groups and permission sets.

ANSWER: B

Explanation:

Utilize the manage assignments button to assign a permission set group and additional individual permission sets to each user. A permission set group is designed to bundle permission sets that are commonly assigned together, so the five consistent permission sets should be collected in one group for this department. Assigning that group gives each applicable user the shared baseline access without requiring an administrator to repeatedly select and maintain the same five separate assignments for every person.

Permission set groups also support a scalable, least-privilege access model. The common access remains centrally managed in the group, while staff with elevated responsibilities can receive only the extra individual permission sets their duties require. This makes future changes to the department's standard access much easier: an administrator can update the group once, and its recalculated permissions apply to the assigned users. Salesforce describes permission set groups as a way to combine permission sets based on users' job functions, and permissions can still be assigned through individual permission sets when needed. See Salesforce Trailhead: Permission Set Groups and Salesforce Help: Permission Set Groups.

QUESTION NO: 44

DreamHouse Realty (DR) is expanding into subsidized housing by partnering with local government entities. DR uses Sales Cloud and has enabled field history tracking on the Opportunity object. Due to increased information requirements, the App Dev team is changing Text Area (Long) fields to Rich Text fields to allow for up to 1,000 characters and better descriptions. Which two considerations should be made by the team? (Choose two.)

A. Audit Trail is available through REST API extracts.

B. Data loss may occur when changing custom field types.

C. Field History Tracking records value changes of 255 characters or less.

D. Rich text field values of all lengths are displayed fully in reports.

ANSWER: A B

Explanation:

Audit Trail is available through REST API extracts. is a valid consideration because Salesforce setup-audit information can be queried and extracted through the API where the organization's access and permissions allow it. This gives the team an auditable way to review configuration activity surrounding the field change, such as changes to metadata and other setup actions. For a regulated business process involving government housing partnerships, retaining and retrieving this administrative evidence can be important for governance and operational review. Salesforce documents setup-audit capabilities and the availability of audit history in its Setup Audit Trail documentation.

Data loss may occur when changing custom field types. is also essential. A field-type conversion is a metadata change that can affect how existing values are stored, interpreted, or retained. Before deploying the conversion, the team should

assess existing Opportunity data, validate the permitted conversion path, back up affected records, and test the change in a sandbox. This is particularly important when moving from a plain long-text value to a rich-text value, because rich-text formatting and storage behavior differ from plain text. Salesforce recommends reviewing conversion effects carefully when changing custom field types; see Custom Field Types.

QUESTION NO: 45

Which of the following are types of developer sandboxes environment types in Salesforce? (Choose four.)

A. Developer

B. Developer Pro

C. Partial Copy

D. Full Sandbox

E. Partial Sandbox

F. Full Copy

ANSWER: A B C D

Explanation:

Salesforce provides four standard sandbox types, each intended for a different level of development, testing, and deployment preparation. **Developer** sandboxes are suitable for individual development and configuration work because they include a copy of production configuration and a limited amount of sample data storage. **Developer Pro** sandboxes serve similar development and testing purposes but provide substantially more data and file storage, supporting larger test-data needs.

Partial Copy sandboxes include production configuration plus a selected subset of production records defined through a sandbox template. This makes them useful for integration testing, user acceptance testing, and scenarios where representative production data is needed without copying the entire database. **Full Sandbox** refers to the Full sandbox type, which contains a complete copy of production configuration and data. Full sandboxes support comprehensive testing, performance testing, staging, and final validation activities. Salesforce documentation describes these sandbox types, their data-copy behavior, storage, and refresh intervals in its Sandbox Types and Templates guidance and the Salesforce Sandbox documentation.

QUESTION NO: 46

Global actions can be created to let users create which of the following kinds of records? (Choose three.)

A. Question

B. Event (without invitees)

C. Products

D. Opportunity

E. Chatter Post

F. Users

ANSWER: A B D

Explanation:

Global create actions are available independently of a specific record, such as from the Salesforce mobile navigation menu or the global actions menu. They can be configured to create supported standard-object records, including an **Opportunity**,

and Salesforce specifically supports creating an **Event (without invitees)** through a global action. The absence of invitees is important because global event actions do not support adding invitees; users can still enter the event details exposed by the action layout.

A **Question** is also supported as a global create action in organizations using Salesforce Answers. This lets users post a question without first navigating to a parent record. The action layout controls which fields users see when they invoke the action, and predefined field values can supply defaults where appropriate. These are all examples of record-creation use cases for global actions: they enable quick, context-independent data entry rather than requiring the user to open a particular record first.

See Salesforce's documentation on Quick Actions and the Trailhead module covering Quick Actions and Global Actions.

QUESTION NO: 47

Sales reps at Universal Containers use Salesforce on their mobile devices. They want a way to odd new contacts quickly and then follow up later to complete the additional Information necessary.

What mobile solution should an App Builder recommend?

A. Customize the mobile menu to move Contacts to the top.

B. Build a global action to create Contacts.

C. Add a compact layout to Contacts.

D. Use Path and set pre-defined values

ANSWER: B

Explanation:

Build a global action to create Contacts. is the appropriate mobile solution because global actions are designed to let users create records quickly from anywhere in the Salesforce mobile app, without first navigating to a specific object tab or parent record. An App Builder can configure a Create a Record global action for the Contact object and select an action layout containing only the few fields that sales reps need to capture during an initial interaction, such as name, account, phone number, or email address. This keeps the mobile experience fast and practical when reps are on the move.

The action can be made available in the Salesforce mobile app through the publisher layout, allowing reps to launch it from the global actions menu. After saving the minimally complete Contact record, reps can return to the record later and populate the remaining fields through the standard record page. Salesforce describes global actions as actions that users can access from anywhere in Salesforce, including the mobile app, and supports create-record actions for this purpose. See Salesforce Help: Actions Overview and Salesforce Help: Create Record Actions.

QUESTION NO: 48

An App Builder wants to deploy a new version of an auto launched flow to production in an active state so that the new functionality Is immediately available to users

What should the App Builder rake Into consideration when planning the deployment?

A. Verify there is an Apex test that provides test coverage for the Flow.

B. Grant user access to the Flow.

C. Manually activate the Flow after deployment

D. Include the Process Builder calling the Flow In the deployment

ANSWER: C

Explanation:

Manually activate the Flow after deployment is correct because a flow deployed to a target org is not automatically made the active version there. Deployment transfers the flow version and its metadata, but activation is an explicit post-deployment action in the production org. The App Builder should therefore include activation in the release plan, either by having an appropriately authorized administrator activate the newly deployed version in Flow Builder or by using an approved deployment process that performs activation where supported. Until the new version is active, invocations of the autolaunched flow continue to use the version that is currently active in production, so the intended functionality is not immediately available. Activation also establishes which version is used by automation that invokes the flow by its API name, making this a necessary release-control step. The deployment plan should account for the required permissions, validation, timing, and any coordination needed before switching production automation to the new version. Salesforce's flow deployment guidance describes the need to activate deployed flows in the destination org: Deploy Flows. For additional guidance on managing flow versions and activation, see Activate a Flow.

QUESTION NO: 49

What is true about Case Assignment rules? (Choose three.)

A. They allow cases to be assigned to queues.

B. They allow more than one active assignment rule.

C. Create a complex business logic assignment rules.

D. Predefined Case Team is mandatory for each entry rule.

E. They allow more than one rule entry per rule.

ANSWER: A C E

Explanation:

Case Assignment Rules automate the routing of newly created cases so they reach the appropriate support resource without requiring manual triage. They allow cases to be assigned to queues, which is useful when a team, rather than a specific individual, should initially own and work incoming cases. Queue members can then take ownership according to their availability and workload.

They can also create complex business logic assignment rules through ordered rule entries. Each entry can evaluate case attributes such as origin, product, account type, priority, or custom fields; formula-based criteria can further express routing conditions. Salesforce evaluates entries in order and applies the first entry whose criteria are met, enabling a structured routing process for different service scenarios.

Finally, they allow more than one rule entry per rule. A single active Case Assignment Rule can contain multiple entries, each with its own criteria and assignment target, such as a user or queue. This supports distinct routing paths while keeping the organization's case-routing configuration centralized. Learn more in Salesforce's case assignment rules Trailhead unit and the Salesforce Help documentation on assignment rules.

QUESTION NO: 50

What sandbox is used for virtually any development, testing, or training purpose?

A. Developer

B. Partial Copy

C. Full Sandbox

D. Developer Pro

ANSWER: D

Explanation:

Developer Pro is the appropriate sandbox type because it is designed as a flexible, isolated environment for a broad range of non-production work, including development, testing, and training. It provides the same Salesforce configuration and metadata as the production organization, while offering substantially more data and file storage than a standard Developer sandbox. That added capacity makes it suitable when teams need realistic test records, multiple users, or more extensive development activity without using a production environment.

Developer Pro sandboxes are especially useful for teams that need a general-purpose workspace rather than a sandbox optimized for a narrowly defined activity. Administrators and developers can safely build and validate declarative changes, customizations, Apex, integrations, and user processes. Training activities can also be conducted without affecting live business data or users. Salesforce identifies Developer Pro as a sandbox intended for development and testing with a larger data set than the Developer sandbox, supporting its use as the broad development, test, and training environment described in the question. See Salesforce's Sandbox Types documentation and the Salesforce Sandboxes Trailhead module.

QUESTION NO: 51

A customer service representative at a call center would like to be able to collect information from customers using a series of question prompts.

What could be used to accomplish this?

A. Workflow Rules

B. Salesforce Connect

C. Flow

D. Process Builder

ANSWER: C

Explanation:

Flow is the appropriate tool because a screen flow can present a customer service representative with a guided sequence of screens containing questions, input fields, choices, and conditional paths. As the representative speaks with a customer, they can enter responses directly into the flow, which can use those responses to determine the next question or action. The flow can also create or update Salesforce records, such as cases, contacts, or custom objects, after collecting the required information. This makes screen flows well suited to call-center scripts, intake processes, troubleshooting questionnaires, and other interactive guided experiences.

Screen flows are launched from supported Salesforce experiences such as Lightning record pages, utility bars, quick actions, and Experience Cloud sites. Flow Builder provides the declarative interface for configuring screen components, variables, decisions, and data operations without requiring code. Salesforce identifies screen flows as flows that guide users through a business process by collecting information on screens. See Salesforce Help: Build Flows with Flow Builder and Trailhead: Build Screens for Flows.

QUESTION NO: 52

Universal Containers wants a report that shows all Accounts, including Accounts that do not have any related Cases. When Cases exist, users need to see Case details in the same report.

What should an app builder use to meet this requirement?

A. A custom report type

B. A joined report

C. A summary formula

D. A bucket column

ANSWER: A

Explanation:

A custom report type is the appropriate solution because it can define Accounts as the primary object and Cases as the related object using the relationship option that includes Accounts with or without related Cases. This allows the report to return every Account, while also displaying related Case information for Accounts that have Cases.

A standard report type may not provide the required relationship behavior. By creating a custom report type, the app builder can explicitly select the object relationship and make the required Account and Case fields available to report builders. See Salesforce Help: Custom Report Types.

QUESTION NO: 53

When an opportunity close date is delayed by more than 60 days, the manager and the VP sales must approve the change. How can this requirement be met? Choose 2 answers

A. Build an approval process that requires unanimous approval from the manager and VP of sales.

B. Create a workflow rule that checks for close date less that 60 days and add an email alert.

C. Create a lightning process builder flow that submits the record for an approval process

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

ANSWER: A C

Explanation:

Build an approval process that requires unanimous approval from the manager and VP of sales. An approval process can route an Opportunity to multiple designated approvers, including the record owner's manager and a specified VP of Sales user, queue, or related user. Configuring the approval step so that unanimous approval is required ensures that the close-date change is not fully approved until both required people have approved it. The approval process can also apply final approval actions only after every required approver has responded positively.

Create a lightning process builder flow that submits the record for an approval process. Process automation can evaluate an Opportunity update and submit the record to the approval process when the Close Date has been moved beyond the defined 60-day threshold. This provides a consistent, automated handoff to the approval process rather than relying on a user to submit the record manually. In current Salesforce implementations, a record-triggered Flow is the strategic automation tool for this pattern, but the essential capability described is automatically submitting the eligible Opportunity into the approval process. Salesforce documents approval routing and automated submission through its approval-process and automation features in Salesforce Approval Processes and Submit for Approval Flow Action.

QUESTION NO: 54

Which three statements are true about Master-Detail relationships? (Choose three.)

A. Standard objects can be on the detail side of a custom object in a Master-Detail relationship.

B. Master-Detail relationships cannot be converted to a look-up relationship.

C. Deleting a master record in a Master-Detail relationship deletes all related detail records.

D. Master-Detail relationships can convert to a lookup relationship if no roll-up summary fields exist on the master object.

E. A Master-Detail relationship cannot be created if the custom object on the detail side already contains data.

ANSWER: C D E

Explanation:

Deleting a master record in a Master-Detail relationship deletes all related detail records because the detail record is dependent on its master for ownership and existence. This cascading-delete behavior preserves referential integrity: a detail record cannot remain when its required parent master record no longer exists.

Master-Detail relationships can convert to a lookup relationship if no roll-up summary fields exist on the master object. Roll-up summary fields depend on the Master-Detail relationship to calculate aggregate values from related detail records. After the roll-up summaries have been removed, Salesforce permits changing the relationship field to lookup, subject to the applicable field-conversion requirements.

A Master-Detail relationship cannot be created if the custom object on the detail side already contains data. A master-detail field is required on every detail record, so existing detail records would need a master value at the time the relationship is established. This restriction ensures that Salesforce does not create orphaned detail records. Master-detail relationships also cause detail records to inherit ownership and sharing behavior from the master record. See Salesforce Trailhead's Object Relationships unit and Salesforce Help on custom field types.

QUESTION NO: 55

What standard Chatter actions (Post, File, Link, Poll, and Thanks) appear on the user profile page, regardless of the actions in the User page layout? (Choose three.)

A. Create

B. Post

C. Poll

D. Email

E. File

ANSWER: B C E

Explanation:

Post, Poll, and File are standard Chatter publisher actions available on a user profile page. Chatter uses the publisher to let users create feed content directly from the profile, including a text update through Post, an uploaded attachment through File, and a poll through Poll. These actions are part of the standard Chatter experience on user profiles rather than actions that an administrator must add to the User page layout. As a result, their availability is not determined by the configured action list for that layout. The question presents three of these standard profile publisher actions among its choices, so all three should be selected. Salesforce distinguishes standard Chatter publisher capabilities from custom quick actions and layout-configured actions; this distinction helps preserve the core collaboration tools users expect when viewing a profile and interacting with that user's Chatter feed. See Salesforce's documentation on Chatter publisher actions and the Trailhead material on customizing actions in Lightning Experience.

QUESTION NO: 56

Universal Containers has Public Read/Write as the Account organization-wide default (OWD) setting. Visitors to the customer community site report that they can see all of the company's account records.

How should an app builder configure Account sharing so that community users only see their own Account?

A. Create an account record type for external accounts.

B. Define an owner-based sharing rule for external accounts.

C. Define a permission set for external accounts.

D. Set the account external OWD to private.

ANSWER: D

Explanation:

Set the account external OWD to private. Salesforce provides separate external organization-wide defaults for external users, such as Experience Cloud customer community users. These external defaults establish the baseline record access that applies to external users independently of the internal Account OWD. Setting the Account external OWD to Private removes broad default access to Account records for community users, so they do not automatically see every Account in the organization.

With a private external baseline, external users receive access only through the sharing mechanisms appropriate to their relationship with a record. For customer users, Salesforce can grant access to the Account associated with their Contact, allowing each visitor to work with their own Account while protecting unrelated Account records. An administrator should also confirm that the Experience Cloud user is correctly associated with a Contact and Account, and then test access using an external-user login. Salesforce documents that external OWD settings control the default access level for external users and are configured separately in Sharing Settings. See External Organization-Wide Defaults and Organization-Wide Defaults.

QUESTION NO: 57

What is a self-relationship?

A. A lookup field to the user object.

B. A lookup to the global search.

C. A relationship of account to opportunity owned by the same owner.

D. A lookup field to the same object.

ANSWER: D

Explanation:

A lookup field to the same object is a self-relationship. In Salesforce, a lookup relationship connects one record to another record. When the related object and the source object are the same, the relationship lets records within that object be associated in a parent-child-style structure. For example, the standard Account object includes the Parent Account field, which is a lookup from an Account record to another Account record. This enables an organization to represent account hierarchies, such as a subsidiary account associated with its parent company.

Self-relationships are useful wherever records of one object need to reference other records of that same object. A custom object could use one to represent organizational units, product component structures, or referral relationships. On the User object, Salesforce also provides a specialized form of self-lookup called a hierarchical relationship, which can identify relationships such as a user's manager. The core concept remains that the lookup targets another record of the same object. Salesforce documents lookup relationships and their use in associating records in the Object Relationships Overview, and describes account hierarchy behavior in Parent Accounts and Account Hierarchy.

QUESTION NO: 58

Cloud Kicks wants to use Dynamic Forms on a custom Project object. The Project Sponsor field should appear only when the Project Type field is set to Strategic.

Which two actions should an app builder take?

Choose 2 answers

A. Add the Project Sponsor field to the Lightning record page.

B. Configure component visibility for the Project Sponsor field.

C. Create a field dependency with Project Sponsor as the dependent field.

D. Remove Project Sponsor from the Project page layout.

ANSWER: A B

Explanation:

Add the Project Sponsor field to the Lightning record page is required because Dynamic Forms lets an app builder place individual fields and field sections directly on a Lightning record page rather than relying only on the record detail component.

Configure component visibility for the Project Sponsor field is also required. The visibility rule can evaluate the Project Type field and display the field only when its value is Strategic. This provides a focused, declarative record experience without removing the field from the object or page layout.

See Salesforce's Dynamic Forms overview and component visibility documentation.

QUESTION NO: 59

If any of the triggered workflow rules result in another field update that's also enabled for workflow rule re-evaluation, a domino effect occurs, and more workflow rules can be re-evaluated as a result of the newly-triggered field update.

A. True

B. False

ANSWER: A

Explanation:

True is correct. When a workflow rule performs a field update and the field update is configured to re-evaluate workflow rule criteria, Salesforce saves the record again and evaluates applicable workflow rules using the updated field values. This can cause another workflow rule to meet its criteria, perform its own field update, and initiate a further re-evaluation cycle. Consequently, workflow field updates can create a controlled chain, or "domino effect," of additional workflow evaluations and updates on the same record.

Salesforce limits this workflow re-evaluation and field-update cascade to five cycles after the original field update that initiated it. This limit is important because it prevents an unbounded loop of workflow activity while still allowing dependent field values and workflow criteria to be processed. Administrators designing legacy workflow automation should account for this behavior when field updates depend on one another, particularly where a later update can change criteria used by another workflow rule. Salesforce documents this behavior in its workflow rule guidance and in the platform order-of-execution documentation: Workflow Field Updates and Order of Execution.

QUESTION NO: 60

If a field update for Rule1 triggers Rule2, and a field update for Rule2 triggers Rule1 _____.

A. Loop is allowed to run 25 times within one hour. If it does not end on its own the process will be stopped by R&D.

B. The updates create a loop and the org limits for workflow time triggers per hour will likely be violated.

C. When the second trigger is saved an Imminent Loop Error message will be displayed and the workflow rule update will not save.

D. The updates create a loop and the org be blocked until the admin resolves the issue.

ANSWER: B

Explanation:

The updates create a loop and the org limits for workflow time triggers per hour will likely be violated. When workflow field updates are configured to re-evaluate workflow rules after a field change, one rule's update can cause another rule to meet its criteria and execute. If the second rule then changes a field that causes the first rule to qualify again, the rules can

repeatedly invoke one another. This is a recursive automation pattern and is especially risky when workflow rules include time-dependent actions, because each qualifying evaluation can add workflow time triggers to the organization's queue. Those queued actions are subject to Salesforce's workflow time-trigger limits, so a design that repeatedly requalifies records can consume the available capacity quickly and cause automation processing problems. Administrators should avoid mutually dependent workflow criteria and field updates, and should use carefully controlled entry conditions so a record cannot repeatedly re-enter the same automation path. Salesforce documents that workflow field updates can re-evaluate workflow rules when configured to do so, and its governor-limit documentation describes the limits applied to time-based workflow processing. See Salesforce Help: Workflow Field Updates and Salesforce Developer Guide: Governor Limits.

QUESTION NO: 61

Universal Containers (UC) has a custom Invoice object and a custom Invoice Line Item object. The Invoice Line Item object has a lookup relationship to the Invoice. UC would like to convert the lookup relationship to a master-detail relationship but is unable to do so.

Which two reasons could be preventing this relationship conversion? (Choose two.)

A. There are already two master-detail relationships on the Invoice Line Item.

B. Invoice Line Item records exist without having the Invoice lookup field populated.

C. Custom objects are unable to be on the detail side of a master-detail relationship.

D. There is a roll-up summary field on the Invoice object.

ANSWER: B

Explanation:

Invoice Line Item records exist without having the Invoice lookup field populated. This is a valid blocker because a master-detail relationship requires every detail record to be associated with a master record. Unlike a lookup relationship, the master field in a master-detail relationship is required and determines key detail-record behavior, including ownership and record access inherited from the master. Consequently, Salesforce cannot convert an existing lookup relationship while any Invoice Line Item record has a blank Invoice lookup value. Before the conversion can be completed, UC must identify and either populate the Invoice lookup for every existing Invoice Line Item record or otherwise remove records that cannot be related to an Invoice. After the existing data satisfies this required-parent condition, the relationship can be evaluated for conversion, subject to the organization's relationship limits and other configuration requirements. Salesforce documents that master-detail relationships require the detail record to have a master record and describes the conversion considerations for existing lookup relationships. See Salesforce Relationship Considerations and Master-Detail Relationships.

QUESTION NO: 62

Person Accounts _____. (Choose two.)

A. Are enabled via feature license.

B. Can only be merged with other person accounts.

C. Have the same icon as Business accounts.

D. Are enabled by default.

E. Do use space in both account and contacts table.

ANSWER: B E

Explanation:

Person Accounts can only be merged with other person accounts. A person account is a specialized account record designed to represent an individual consumer rather than a company. Salesforce associates it with an underlying contact record, and its account and contact aspects are handled together. Consequently, a merge operation for this record type is

restricted to person accounts; the surviving record retains the combined person-account information according to Salesforce's merge behavior. This distinction is important when designing duplicate-management and data-cleansing processes for organizations that support both business-to-business and business-to-consumer relationships.

Person Accounts do use space in both account and contacts table. Although users interact with a person account as a single record, Salesforce stores information using both an Account record and an associated Contact record. Therefore, each person account consumes storage for both accounts and contacts. Administrators should account for this dual storage impact when estimating data-storage needs, planning imports, and monitoring organization limits. Salesforce's documentation describes person accounts as combining account and contact characteristics, while retaining their underlying account/contact data model. See Salesforce Help: Person Accounts and Salesforce Trailhead: Accounts and Contacts.

QUESTION NO: 63

Which three statements are true about Master-Detail relationships? (Choose three.)

A. You can't convert it if there is a roll-up summary field.

B. Converting a look-up to master detail changes the OWD to Controlled by Parent.

C. A look-up can be converted to a master detail if there are existing records with null values.

D. SF displays a waiting page after you request to change a master detail to a look-up or vice versa.

ANSWER: A B D

Explanation:

Master-detail relationships establish a strong parent-child dependency: child records inherit ownership and sharing behavior from the parent, and the relationship field on the child is required. Accordingly, when an existing lookup relationship is converted to a master-detail relationship, Salesforce changes the child object's organization-wide default sharing setting to *Controlled by Parent*. This ensures that access to each child record follows access to its associated parent record.

Salesforce also protects roll-up summary functionality during relationship changes. A master-detail relationship cannot be converted to a lookup relationship while roll-up summary fields based on that relationship exist, because roll-up summaries depend on the master-detail relationship model. For relationship conversions that require processing, Salesforce can display a waiting page while the requested change is processed. This is expected behavior, particularly where Salesforce must update existing records and sharing-related metadata.

These rules reflect the tighter ownership, sharing, and aggregation behavior that distinguishes master-detail relationships from ordinary lookups. See Salesforce's relationship considerations documentation and the Salesforce relationship modeling Trailhead module.

QUESTION NO: 64

In which of these scenarios is ETL a better choice than Lightning Connect?

A. You need to create or update the external data in addition to reading it.

B. You need the external data to follow the sharing rules defined for your organization.

C. You want to generate reports and charts from the external data.

D. All of the above.

ANSWER: D

Explanation:

All of the above. is correct because ETL is appropriate when external data needs to be brought into Salesforce as records, rather than accessed virtually in its source system through Salesforce Connect. An ETL process can extract data from an external system, transform it as needed, and load it into Salesforce standard or custom objects. Once loaded, the data can

participate in Salesforce's native record-management capabilities, including creating and updating records through normal Salesforce processes and automation.

Loading the data into Salesforce also makes it subject to the organization's standard data-access model. Administrators can apply object permissions, organization-wide defaults, role hierarchy access, and sharing rules to the resulting Salesforce records. This is important when access must be governed consistently with other CRM data.

Finally, Salesforce records loaded by ETL are well suited to native reporting and dashboard use cases. They can be used in report types, charts, dashboards, and analytics alongside other Salesforce data, avoiding the constraints that can apply when data remains external. Salesforce describes Salesforce Connect as a way to access external data without copying it into Salesforce, while data integration patterns such as ETL are used when data must be replicated and managed in Salesforce. See Salesforce Connect Overview and Salesforce Data Integration Trailhead.