Salesforce

Plat-Admn-202

Salesforce Certified Platform App Builder

Latest Version: 6.0

Question: 1

An app builder is tasked with adding key performance indicators on client pages. They want to see a summary of the number of open Opportunities and the number of won Opportunities for each Account.
Where should the app builder go to build these new rollups?

A. Lightning App Builder
B. Account Object
C. Lightning Object Creator
D. Opportunity Object

Answer: B

Explanation:
The app builder should go to the Account object to build these new rollups. A roll-up summary field is a type of field that can aggregate numeric values from child records related to a parent record by a master-detail relationship. The app builder can create two roll-up summary fields on the Account object that count the number of open Opportunities and the number of won Opportunities related to each Account. Lightning App Builder is not a place where the app builder can build these new rollups. Lightning App Builder is a tool that allows the app builder to customize the layout and components of Lightning pages, such as record pages, home pages, or app pages. It cannot create new fields or relationships on objects. Lightning Object Creator is not a place where the app builder can build these new rollups. Lightning Object Creator is a tool that allows the app builder to create custom objects from spreadsheet data by uploading a file and mapping columns to fields. It cannot create roll-up summary fields or relationships on existing objects. Opportunity object is not a place where the app builder can build these new rollups. The Opportunity object is the child object in the relationship with the Account object, and roll-up summary fields can only be created on the parent object.

Question: 2

Universal Containers wants to understand return on investment for the latest advertising buy. They currently use a private security model for all objects.
What should an app builder recommend?

A. Utilize Account Hierarchies and Roil-Up Summary fields
B. Run an opportunities pipeline report
C. Change to a public security model
D. Configure Campaign Hierarchies and Campaign statistics

Answer: D

Explanation:
For Universal Containers to understand the return on investment (ROI) for their latest advertising buy while using a private security model, the best recommendation is to use Campaign Hierarchies and Campaign statistics.
Campaign Hierarchies and Campaign Statistics: Campaign hierarchies allow Universal Containers to track the effectiveness and ROI of marketing efforts by grouping related campaigns (e.g., advertising buys) under a parent campaign and rolling up key metrics like responses, converted leads, and won opportunities. Campaign statistics provide detailed insights into individual and aggregate campaign performance, helping calculate ROI.
This method works well within a private security model since it respects existing sharing rules and access controls, ensuring that only authorized users can see the campaign data.
Option A (Account Hierarchies and Roll-Up Summary fields): Account hierarchies and roll-up summary fields focus on aggregating account-level data, which doesn't directly support measuring the ROI of advertising campaigns.
Option B (Opportunities Pipeline Report): While an opportunities pipeline report can provide insights into sales, it doesn't track campaign-related data or advertising ROI directly.
Option C (Change to a Public Security Model): Changing to a public security model isn't necessary and could expose sensitive data. Campaign hierarchies and statistics work well with a private security model.
In summary, Campaign Hierarchies and Campaign Statistics are the recommended approach to track the ROI of advertising buys.
Reference:

Campaign Hierarchies and Campaign ROI

Question: 3

Accounts at Universal Containers are currently readable by all users but editable only by their owners. Management wants to designate some Accounts as VIP Accounts. Only Account owners should have read access to these VIP accounts.
Which two actions should an app builder take to meet the requirements?
Choose 2 answers

A. Implement a sharing rule.
B. Configure a permission set.
C. Set up an Account Team.
D. Change organization-wide defaults.

Answer: A, D

Explanation:

The two actions that an app builder should take to meet the requirements are: Implement a sharing rule. A sharing rule is a way to grant additional access to records based on certain criteria, such as record owner, role, profile, or field value. The app builder can create a sharing rule that grants read access to all accounts with the VIP Account field value to all users. This way, all users can view these accounts, but only the owners can edit them. Change organization-wide defaults. Organization-wide defaults are the baseline level of access that users have to records they do not own. The app builder can change the organization-wide default for accounts from Public Read Only to Private. This way, only the owners can view and edit their own accounts, unless additional access is granted by other means, such as sharing rules. Configuring a permission set is not a valid action, as it does not affect record-level access. A permission set is a way to grant additional permissions and access settings to users on top of their profile settings, such as object permissions, field permissions, app permissions, etc. Setting up an Account Team is not a valid action, as it does not restrict record-level access. An Account Team is a way to share an account and its related records with a group of users who work together on the account, such as sales reps, managers, or support agents. An Account Team grants additional access to team members based on predefined roles and access levels.

Question: 4

Universal Container wants customers to be able to open cases from a public-facing website. What should the app builder use to enable visitors to the website?

A. Outbound message
B. Web-to-case
C. Screen flow
D. Email-to-case

Answer: B

Explanation:
The app builder should use Web-to-Case to enable visitors to the website to open cases. Web-to-Case is a feature that allows users to create an HTML form that can be embedded into a public-facing website. When visitors fill out and submit the form, a new case is automatically created in Salesforce with the information from the form fields. Web-to-Case can also assign cases to queues or users based on predefined rules and criteria. Outbound message is not a valid tool, as it does not enable visitors to open cases. An outbound message is a type of workflow action that sends a secure XML message to a designated endpoint URL when a record meets certain criteria. An outbound message can be used to integrate Salesforce with external systems or applications. Screen flow is not a valid tool, as it does not enable visitors to open cases from a public-facing website. A screen flow is a type of flow that allows users to create an interactive guided process that can collect, display, and update data from multiple objects within Salesforce. A screen flow can be embedded into Lightning pages or Visualforce pages, but it cannot be exposed to unauthenticated users on a public website. Email-to-Case is not a valid tool, as it does not enable visitors to open cases from a website. Email-to-Case is a feature that

allows users to create cases from email messages sent to a specific email address. Email-to-Case can also capture email attachments and thread information and associate them with the case.

Question: 5

Cloud Kicks (CK) wants to quickly insert a list of over 60,000 net new Accounts. The template based on CK's data model was used to populate the list.
Which tool should be used?

A. Data Loader
B. A Lightning Object Creator
C. Import Wizard
D. Schema Builder

Answer: A

Explanation:
The app builder should use Data Loader to quickly insert a list of over 60,000 net new Accounts. Data Loader is a tool that allows users to insert, update, delete, or export large amounts of data from Salesforce using CSV files or database connections. Data Loader can handle up to 5 million records at a time and supports features such as bulk API, batch operations, mapping files, etc. Data Loader is ideal for loading large data sets into Salesforce quickly and efficiently. Lightning Object Creator is not a valid tool, as it cannot insert data into existing objects. Lightning Object Creator is a tool that allows users to create custom objects from spreadsheet data by uploading a file and mapping columns to fields. It cannot load data into existing objects or handle more than 500 records at a time. Import Wizard is not a valid tool, as it cannot handle more than 50,000 records at a time. Import Wizard is a tool that allows users to insert, update, or delete data from Salesforce using CSV files or Excel files. Import Wizard supports standard objects and some custom objects and provides features such as field mapping, duplicate detection, data validation, etc. Import Wizard is ideal for loading small data sets into Salesforce with more control and accuracy.

Question: 6

Cloud Kicks (CK) wants to begin socializing and collaborating within Salesforce around customer accounts to discuss various topics. CK would like all company employees to see these conversations.
Which two features of Chatter would meet CK's business needs?
Choose 2 answers

A. Set up new private Chatter groups.
B. Set up new public Chatter groups.

C. Use post action on the Account object.
D. Use Chatter actions to create tasks to complete.

Answer: B, C

Explanation:
The two features of Chatter that would meet CK's business needs are: Set up new public Chatter groups. A public Chatter group is a way to create a collaborative space for users to share information, files, polls, and ideas around a common topic or interest. A public Chatter group can be joined by any user in the organization and can be seen by anyone who has access to Chatter. By setting up new public Chatter groups, CK can enable users to socialize and collaborate around customer accounts and discuss various topics. Use post action on the Account object. A post action is a type of quick action that allows users to create a post on a record's feed or on their own feed. A post can include text, mentions, hashtags, topics, links, files, or images. By using post action on the Account object, CK can enable users to share updates, feedback, or questions about customer accounts and engage with other users who follow the accounts. Set up new private Chatter groups is not a valid feature, as it does not meet CK's business needs. A private Chatter group is a way to create a collaborative space for users to share information, files, polls, and ideas around a confidential or sensitive topic or interest. A private Chatter group can only be joined by invitation and can only be seen by the group members. By setting up new private Chatter groups, CK would limit the visibility and accessibility of the conversations around customer accounts. Use Chatter actions to create tasks to complete is not a valid feature, as it does not meet CK's business needs. A Chatter action is a type of quick action that allows users to create a task from a record's feed or from their own feed. A task can include subject, due date, priority, status, assigned to, etc. By using Chatter actions to create tasks to complete, CK would enable users to track and manage their work related to customer accounts, but not to socialize and collaborate with other users.

Question: 7

Cloud Kicks wants to know the total value of all won Opportunities for Accounts and display it on the record.
What type of summary should the app builder use in the roll-up summary field?

A. Count
B. Q Max
C. Sum
D. Min

Answer: C

Explanation:
The app builder should use Sum as the type of summary in the roll-up summary field. A Sum type of summary allows the app builder to calculate the total value of a numeric field from the

child records related to a parent record by a master-detail relationship. The app builder can create a roll-up summary field on the Account object that sums the Amount field from the won Opportunities related to each Account. Count is not a valid type of summary, as it does not calculate the total value of a numeric field. A Count type of summary allows the app builder to count the number of child records related to a parent record by a master-detail relationship. Max is not a valid type of summary, as it does not calculate the total value of a numeric field. A Max type of summary allows the app builder to display the largest value of a numeric or date field from the child records related to a parent record by a master-detail relationship. Min is not a valid type of summary, as it does not calculate the total value of a numeric field. A Min type of summary allows the app builder to display the smallest value of a numeric or date field from the child records related to a parent record by a master-detail relationship.

Question: 8

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 2 answers

A. The Star records are all required to have an existing value in their Galaxy field.
B. The Galaxy object has fewer than two existing master-detail relationships.
C. The Galaxy object is required to contain existing roll-up summary fields.
D. The Star object has fewer than two existing master-detail relationships.

Answer: A, B

Explanation:
The two considerations that should be made are: The Star records are all required to have an existing value in their Galaxy field. This is a prerequisite for converting a lookup relationship to a master-detail relationship. A lookup relationship is an optional relationship that links two objects together, but does not enforce referential integrity or cascade delete. A master-detail relationship is a required relationship that links two objects together and enforces referential integrity and cascade delete. To convert a lookup relationship to a master-detail relationship, all child records must have a value in their lookup field that references an existing parent record. The Galaxy object has fewer than two existing master-detail relationships. This is another prerequisite for converting a lookup relationship to a master-detail relationship. An object can have up to two master-detail relationships with other objects and can act as both the parent and child in different relationships. To convert a lookup relationship to a master-detail relationship, the parent object must have fewer than two existing master-detail relationships with other objects. The Galaxy object is required to contain existing roll-up summary fields is not a valid consideration, as it is not related to converting a lookup relationship to a master-detail relationship.

Question: 9

Universal Containers has two types of applicants, hourly and salary. There are separate record types for each. While all members of the human resource department need to be able to view all applicant records, only the hiring Manager and VP of HR should be able to create salary applicant records.
What should the app builder recommend to meet this requirement?

A. Update the org-wide default to private and create a sharing rule for the role of recruiting manager.
B. Create a permission set containing the salary record type and assign it to the appropriate users.
C. Remove "create" permission for the salary applicant object for everyone except the manager and VP.
D. Configure the hourly record type as the default and instruct non-management users to accept the default record type.

Answer: B

Explanation:
A permission set containing the salary record type and assigning it to the appropriate users would allow only those users to create salary applicant records, while still allowing all users to view all applicant records. This is the most granular and flexible way to meet the requirement

Question: 10

The DreamHouse Realty (DR) service manager has asked for some improvements in case management to enforce process compliance so that cases are unable to be reverted to an earlier case status, and to ensure that certain fields are required when specific case criteria are met.
What solution should an app builder implement to meet these requirements?

A. Workflow Rules
B. Process Builder
C. A Validation Rules
D. Activities Component

Answer: C

Explanation:
A validation rule can enforce process compliance by preventing users from saving records that do not meet certain criteria. In this case, a validation rule can prevent users from reverting to an earlier case status or leaving certain fields blank when specific case criteria are met