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Question: 1

Universal Containers (UC) operates worldwide, with offices in more than 100 regions in 10 different countries, and has established a very complex Role Hierarchy to control data visibility. In the new fiscal year, UC is planning to reorganize the roles and reassign account owners. Which feature should an architect recommend to avoid problems with this operation?

- A. Partition data using Divisions
- B. Skinny table
- C. Deferred Sharing Recalculation

Answer: C

Question: 2

A sales rep (John) at Universal Containers requested to update information in an account record where he has Read-Only access. John requested the Edit access permission from the owner of the record (Paul). Paul manually shared the record with John. Assuming the organization-wide default of the Account object is Public Read-Only, what is the impact in the system?

- A. Existing AccountShare record is updated. Row Cause is "Manual" and Access Level is "Read/Write".
- B. New AccountShare record is created. Row Cause is "Manual" and Access Level is "Read/Write".
- C. New AccountShare record is created. Row Cause is "Owner" and Access Level is "Full".

Answer: B

Question: 3

Universal Containers (UC) has a team that analyzes customer orders looking for fraud. This team needs access to Invoice records (custom object, Private organization-wide default). UC has complex rules to control users' access. The architect recommended using Apex managed sharing to meet these requirements.

Which recommendation should a developer consider when implementing the changes?

- A. Use "Without Sharing" keyword to make sure record visibility will be considered.
- B. Use "With Sharing" keyword to enforce Field-Level Security.
- C. Use runAs system method to test different users accessing these records.

Answer: C

Question: 4

A support representative at Universal Containers created a report to view all her open cases that have been created in the past 7 days and saved the report in the "Private Reports" folder. Who can view and run the report?

- A. The report owner
- B. The report owner and any users who have been given access to the "My Private Reports" folder
- C. The report owner and users with the View All Data permission

Answer: A

Question: 5

Universal Containers is planning to pilot a new application to a small set of sales reps. What is the optimal way to grant only those sales reps access to the new functionality, while hiding the legacy functionality?

- A. Clone the Sales Rep profile, adjust settings, and assign the pilot users the new profile.
- B. Revoke access to legacy functions in the Sales Rep profile and create a permission set for the new functionality.
- C. Create a permission set to grant access to the new functionality and hide the old functionality.

Answer: A

Question: 6

A custom Invoice object has been created with a master-detail relationship to Account. The accounts receivable (AR) team needs access to invoice records. AR users neither own nor have access to account records. The Account organization-wide default is set to Private. The AR team is unable to find invoices in list views, reports, and Global Search. The architect has been asked to help troubleshoot.

What is preventing AR team members from seeing invoices?

- A. The AR profile does not have Read permission to the Invoice object.
- B. A sharing rule is missing to share accounts with the AR team.
- C. A sharing rule is missing to share invoices with the AR team.

Answer: B

Question: 7

Universal Containers (UC) has affiliates who sell containers in countries where UC does not have a local office. UC uses a Partner Community to manage the sales cycle in those countries. One of its affiliates has grown substantially and restructured its internal sales team with the following structure: Sales VP —> Director of Sales —> Sales Manager —> Sales Reps. Sales Reps should not see each others' opportunities, and visibility of deals should open up within a Sales Rep's hierarchy.

What is the main problem an architect should address in this situation?

- A. The Channel Manager role cannot be shared with Partner Community.
- B. Partner User roles are limited to three levels.
- C. Partner Community does not support Role Hierarchy.

Answer: B

Question: 8

In order to allow community users to collaborate on Opportunities, which license type must the users be given?

- A. Customer Community Plus
- B. Customer Community
- C. Partner Community

Answer: C

Question: 9

A junior account manager owns an account and creates a new opportunity to manage a complex deal. She needs the help of the product specialist and solution engineer. Given the size of this deal, she knows the account is likely to be reassigned to a senior account manager in the near future.

What is the optimal way for the junior account manager to share the opportunity, given the private sharing model?

- A. Manual share on the opportunity
- B. Manual share on the account
- C. Opportunity Team

Answer: C

Question: 10

Universal Containers uses the standard Case object to track various support requests sent to servicing agents. Currently, the Case object has more than 400 fields. Eight different types of case processes have been established, each with a unique combination of statuses. The Director of Customer Service wants to ensure that servicing agents see only the required information specific to the case type they are addressing.

Which option is recommended to implement this requirement?

- A. Use Dynamic Forms with different field sections representing the relevant fields per case type, and control visibility of sections by Case Record Type value.
- B. Use different Page Layouts per case type, each representing the relevant fields per case type.
- C. Use a custom LWC to override the View action of the Case object, and a Custom Metadata Type to define the relevant fields per case type.

Answer: A

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