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# Salesforce

## DEV-402

### Salesforce Platform App Builder



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#### Product Version

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# Latest Version: 20.0

## Question: 1

Cloud Kicks recently implemented the application lifecycle management process to its release management strategy.

Which category handles bug fixes and simple changes?

- A. Patch
- B. Minor
- C. Major
- D. Rollback

**Answer: A**

## Question: 2

Properly installing managed packages helps prevent conflicts with customizations made by customers and partners.

What functionality should be used to set up packages?

- A. Description
- B. Allow sharing
- C. Help setting
- D. Namespace

**Answer: D**

## Question: 3

Universal Containers has a custom picklist called Support Level on the Account object. They would like to show the real-time value of Support Level on all case records.

How should an app builder implement this requirement?

- A. Create a formula field on the Case object using the TEXT function.
- B. Create a formula field on the Account object using the ISPICKVAL function.
- C. Create a Process Builder and use a field update on the Case object.
- D. Create a roll-up summary field using Support Level on the Account object.

**Answer: A**

## Question: 4

Universal Containers is expecting impacts to operations due to increased demand. The executive team will be reaching out to current customers and want to see the number of open cases for the account and parent account.

Which two tools could an app builder combine to display the number of open cases on the account page?

Choose 2 answers

- A. Flow
- B. Workflow
- C. Approval Process
- D. Process Builder

**Answer: B, D**

## Question: 5

An app builder is preparing to deploy a new app from the sandbox to production using change sets.

What two considerations should an app builder keep in mind during this process?

Choose 2 answers

- A. Salesforce Connect automatically establishes a link between environments.
- B. Change sets do not include all components and may have to perform some changes manually.
- C. Users should be logged out of production when receiving inbound change sets.
- D. Transactions will revert if the deployment errors.

**Answer: B, D**

## Question: 6

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**

## Question: 7

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 Roll-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**

## Question: 8

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, C**

## Question: 9

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: D**

## Question: 10

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: C**

## Question: 11

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**

## Question: 12

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**

## Question: 13

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, D**

## Question: 14

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**

## Question: 15

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**

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